



COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-01

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Lopez asked for CACC to provide a list of calls for service by Ward, broken down by type of service request.

Attached is a Service Request spreadsheet showing the calls for service by Ward and service type for Chicago Animal Care & Control.

As always, please let me know if you have any further questions.

CSR By Wards and type code.

1	Agency Assists	15
1	Animal Abandoned	7
1	Animal Bite	47
1	Animal Business	20
1	Animal - Inhumane Treatme	1
1	Animal In Trap	2
1	Dangerous Dog	4
1	Injured Animal	112
1	Nuisance Animals	51
1	Stray Animal	191
1	Unwanted Animal	3
1	Vicious Animal	76
1	Wildlife Assistance	1
		<b>530</b>
2	Agency Assists	3
2	Animal Abandoned	4
2	Animal Bite	29
2	Animal Business	22
2	Dangerous Dog	2
2	Injured Animal	88
2	Nuisance Animals	39
2	Stray Animal	60
2	Unwanted Animal	2
2	Vicious Animal	49
2	Wildlife Assistance	3
		<b>301</b>
3	Agency Assists	33
3	Animal Abandoned	24
3	Animal Bite	24
3	Animal Business	6
3	Animal - Inhumane Treatme	1
3	Animal In Trap	11

3	Dangerous Dog	1
3	Injured Animal	153
3	Nuisance Animals	46
3	Stray Animal	265
3	Unwanted Animal	49
3	Vicious Animal	153
3	Wildlife Assistance	33
		<b>799</b>
4	Agency Assists	11
4	Animal Abandoned	7
4	Animal Bite	18
4	Animal Business	9
4	Animal - Inhumane Treatme	3
4	Animal In Trap	8
4	Injured Animal	136
4	Nuisance Animals	28
4	Stray Animal	141
4	Unwanted Animal	21
4	Vicious Animal	77
4	Wildlife Assistance	30
		<b>489</b>
5	Agency Assists	26
5	Animal Abandoned	20
5	Animal Bite	15
5	Animal Business	3
5	Animal Fighting	1
5	Animal In Trap	12
5	Dangerous Dog	2
5	Injured Animal	213
5	Nuisance Animals	57
5	Stray Animal	314
5	Unwanted Animal	52
5	Vicious Animal	149
5	Wildlife Assistance	32
		<b>896</b>

6 Agency Assists	66
6 Animal Abandoned	61
6 Animal Bite	37
6 Animal Business	1
6 Animal Fighting	2
6 Animal - Inhumane Treatme	5
6 Animal In Trap	13
6 Dangerous Dog	1
6 Injured Animal	369
6 Nuisance Animals	76
6 Stray Animal	608
6 Trap Pick-Up	1
6 Unwanted Animal	149
6 Vicious Animal	354
6 Wildlife Assistance	71
	<b>1814</b>
7 Agency Assists	54
7 Animal Abandoned	48
7 Animal Bite	40
7 Animal Business	1
7 Animal Fighting	1
7 Animal - Inhumane Treatme	2
7 Animal In Trap	21
7 Dangerous Dog	2
7 Injured Animal	294
7 Nuisance Animals	130
7 Stray Animal	611
7 Trap Pick-Up	5
7 Unwanted Animal	149
7 Vicious Animal	407
7 Wildlife Assistance	85
	<b>1850</b>
8 Agency Assists	49
8 Animal Abandoned	48
8 Animal Bite	30
8 Animal Business	4

8	Animal - Inhumane Treatme	4
8	Animal In Trap	15
8	Dangerous Dog	2
8	Injured Animal	335
8	Nuisance Animals	117
8	Stray Animal	678
8	Trap Pick-Up	2
8	Unwanted Animal	127
8	Vicious Animal	498
8	Wildlife Assistance	78
		<b>1987</b>
9	Agency Assists	66
9	Animal Abandoned	57
9	Animal Bite	35
9	Animal Business	6
9	Animal Fighting	2
9	Animal - Inhumane Treatme	4
9	Animal In Trap	11
9	Dangerous Dog	2
9	Injured Animal	328
9	Nuisance Animals	161
9	Stray Animal	726
9	Trap Pick-Up	4
9	Unwanted Animal	140
9	Vicious Animal	402
9	Wildlife Assistance	102
		<b>2046</b>
10	Agency Assists	24
10	Animal Abandoned	24
10	Animal Bite	45
10	Animal Business	3
10	Animal In Trap	5
10	Dangerous Dog	4
10	Injured Animal	202
10	Nuisance Animals	124
10	Stray Animal	407

10	Unwanted Animal	58
10	Vicious Animal	248
10	Wildlife Assistance	25
		<b>1169</b>
11	Agency Assists	5
11	Animal Abandoned	8
11	Animal Bite	26
11	Animal Business	4
11	Animal - Inhumane Treatme	1
11	Animal In Trap	4
11	Dangerous Dog	2
11	Injured Animal	102
11	Nuisance Animals	52
11	Stray Animal	178
11	Unwanted Animal	5
11	Vicious Animal	82
11	Wildlife Assistance	3
		<b>472</b>
12	Agency Assists	19
12	Animal Abandoned	10
12	Animal Bite	40
12	Animal Business	14
12	Animal Fighting	2
12	Animal - Inhumane Treatme	4
12	Animal In Trap	7
12	Dangerous Dog	2
12	Injured Animal	158
12	Nuisance Animals	86
12	Stray Animal	289
12	Unwanted Animal	23
12	Vicious Animal	129
12	Wildlife Assistance	6
		<b>789</b>
13	Agency Assists	13
13	Animal Abandoned	14

13	Animal Bite	27
13	Animal Business	8
13	Animal Fighting	1
13	Animal - Inhumane Treatme	4
13	Animal In Trap	11
13	Injured Animal	105
13	Nuisance Animals	78
13	Stray Animal	270
13	Unwanted Animal	6
13	Vicious Animal	139
13	Wildlife Assistance	9
		<b>685</b>
14	Agency Assists	20
14	Animal Abandoned	9
14	Animal Bite	43
14	Animal Business	7
14	Animal - Inhumane Treatme	1
14	Animal In Trap	8
14	Dangerous Dog	3
14	Injured Animal	131
14	Nuisance Animals	93
14	Stray Animal	359
14	Trap Pick-Up	1
14	Unwanted Animal	9
14	Vicious Animal	155
14	Wildlife Assistance	13
		<b>852</b>
15	Agency Assists	29
15	Animal Abandoned	23
15	Animal Bite	38
15	Animal Business	1
15	Animal - Inhumane Treatme	2
15	Animal In Trap	7
15	Injured Animal	200
15	Nuisance Animals	77
15	Stray Animal	369

15	Unwanted Animal	35
15	Vicious Animal	174
15	Wildlife Assistance	18
		<b>973</b>
16	Agency Assists	51
16	Animal Abandoned	54
16	Animal Bite	53
16	Animal Fighting	3
16	Animal - Inhumane Treatme	3
16	Animal In Trap	13
16	Dangerous Dog	5
16	Injured Animal	353
16	Nuisance Animals	108
16	Stray Animal	594
16	Trap Pick-Up	2
16	Unwanted Animal	115
16	Vicious Animal	334
16	Wildlife Assistance	68
		<b>1756</b>
17	Agency Assists	51
17	Animal Abandoned	57
17	Animal Bite	51
17	Animal Business	4
17	Animal Fighting	1
17	Animal - Inhumane Treatme	2
17	Animal In Trap	6
17	Dangerous Dog	3
17	Injured Animal	346
17	Nuisance Animals	95
17	Stray Animal	598
17	Trap Pick-Up	1
17	Unwanted Animal	123
17	Vicious Animal	371
17	Wildlife Assistance	50
		<b>1759</b>

18	Agency Assists	16
18	Animal Abandoned	19
18	Animal Bite	35
18	Animal Business	5
18	Animal - Inhumane Treatme	1
18	Animal In Trap	44
18	Dangerous Dog	4
18	Injured Animal	171
18	Nuisance Animals	131
18	Stray Animal	397
18	Trap Pick-Up	1
18	Unwanted Animal	28
18	Vicious Animal	250
18	Wildlife Assistance	62
		<b>1164</b>
19	Agency Assists	9
19	Animal Abandoned	10
19	Animal Bite	33
19	Animal Business	8
19	Animal Fighting	2
19	Animal In Trap	30
19	Injured Animal	182
19	Nuisance Animals	76
19	Stray Animal	220
19	Unwanted Animal	10
19	Vicious Animal	151
19	Wildlife Assistance	37
		<b>768</b>
20	Agency Assists	40
20	Animal Abandoned	49
20	Animal Bite	44
20	Animal Business	3
20	Animal - Inhumane Treatme	4
20	Animal In Trap	16
20	Dangerous Dog	2
20	Injured Animal	334

20	Nuisance Animals	67
20	Stray Animal	452
20	Trap Pick-Up	1
20	Unwanted Animal	80
20	Vicious Animal	257
20	Wildlife Assistance	44
		<b>1393</b>
21	Agency Assists	37
21	Animal Abandoned	34
21	Animal Bite	36
21	Animal Business	3
21	Animal - Inhumane Treatme	1
21	Animal In Trap	15
21	Dangerous Dog	2
21	Injured Animal	340
21	Nuisance Animals	105
21	Stray Animal	573
21	Trap Pick-Up	4
21	Unwanted Animal	97
21	Vicious Animal	314
21	Wildlife Assistance	118
		<b>1679</b>
22	Agency Assists	10
22	Animal Abandoned	12
22	Animal Bite	54
22	Animal Business	7
22	Animal Fighting	1
22	Animal - Inhumane Treatme	1
22	Animal In Trap	3
22	Dangerous Dog	2
22	Injured Animal	94
22	Nuisance Animals	55
22	Stray Animal	229
22	Unwanted Animal	16
22	Vicious Animal	115
22	Wildlife Assistance	5

		<b>604</b>
23	Agency Assists	14
23	Animal Abandoned	14
23	Animal Bite	39
23	Animal Business	12
23	Animal Fighting	1
23	Animal - Inhumane Treatme	1
23	Animal In Trap	13
23	Dangerous Dog	5
23	Injured Animal	95
23	Nuisance Animals	67
23	Stray Animal	304
23	Unwanted Animal	7
23	Vicious Animal	164
23	Wildlife Assistance	16
		<b>752</b>
24	Agency Assists	42
24	Animal Abandoned	43
24	Animal Bite	41
24	Animal Business	2
24	Animal Fighting	1
24	Animal - Inhumane Treatme	2
24	Animal In Trap	4
24	Dangerous Dog	4
24	Injured Animal	255
24	Nuisance Animals	68
24	Stray Animal	401
24	Unwanted Animal	116
24	Vicious Animal	213
24	Wildlife Assistance	23
		<b>1173</b>
25	Agency Assists	13
25	Animal Abandoned	19
25	Animal Bite	71
25	Animal Business	10

25	Animal Fighting	1
25	Animal - Inhumane Treatme	3
25	Animal In Trap	2
25	Dangerous Dog	2
25	Injured Animal	106
25	Nuisance Animals	58
25	Stray Animal	211
25	Unwanted Animal	3
25	Vicious Animal	83
25	Wildlife Assistance	9
		<b>591</b>
26	Agency Assists	12
26	Animal Abandoned	19
26	Animal Bite	36
26	Animal Business	9
26	Animal Fighting	1
26	Animal - Inhumane Treatme	2
26	Animal In Trap	7
26	Dangerous Dog	2
26	Injured Animal	159
26	Nuisance Animals	84
26	Stray Animal	275
26	Unwanted Animal	15
26	Vicious Animal	110
26	Wildlife Assistance	5
		<b>736</b>
27	Agency Assists	27
27	Animal Abandoned	20
27	Animal Bite	48
27	Animal Business	34
27	Animal - Inhumane Treatme	1
27	Animal In Trap	4
27	Dangerous Dog	4
27	Injured Animal	185
27	Nuisance Animals	52
27	Stray Animal	304

27	Trap Pick-Up	1
27	Unwanted Animal	45
27	Vicious Animal	169
27	Wildlife Assistance	19
		<b>886</b>
28	Agency Assists	40
28	Animal Abandoned	36
28	Animal Bite	26
28	Animal Business	2
28	Animal Fighting	1
28	Animal - Inhumane Treatme	3
28	Animal In Trap	12
28	Injured Animal	301
28	Nuisance Animals	49
28	Stray Animal	555
28	Trap Pick-Up	1
28	Unwanted Animal	87
28	Vicious Animal	274
28	Wildlife Assistance	44
		<b>1391</b>
29	Agency Assists	56
29	Animal Abandoned	21
29	Animal Bite	34
29	Animal Business	7
29	Animal In Trap	28
29	Dangerous Dog	1
29	Injured Animal	235
29	Nuisance Animals	82
29	Stray Animal	345
29	Trap Pick-Up	1
29	Unwanted Animal	41
29	Vicious Animal	220
29	Wildlife Assistance	79
		<b>1150</b>
30	Agency Assists	16

30	Animal Abandoned	12
30	Animal Bite	47
30	Animal Business	10
30	Animal Fighting	1
30	Animal - Inhumane Treatme	1
30	Animal In Trap	3
30	Dangerous Dog	3
30	Injured Animal	116
30	Nuisance Animals	80
30	Stray Animal	227
30	Trap Pick-Up	2
30	Unwanted Animal	11
30	Vicious Animal	86
30	Wildlife Assistance	13
		<b>612</b>
31	Agency Assists	6
31	Animal Abandoned	12
31	Animal Bite	28
31	Animal Business	6
31	Animal - Inhumane Treatme	1
31	Animal In Trap	6
31	Dangerous Dog	1
31	Injured Animal	100
31	Nuisance Animals	40
31	Stray Animal	231
31	Unwanted Animal	8
31	Vicious Animal	79
31	Wildlife Assistance	10
		<b>522</b>
32	Agency Assists	4
32	Animal Abandoned	6
32	Animal Bite	28
32	Animal Business	44
32	Animal - Inhumane Treatme	2
32	Animal In Trap	2
32	Injured Animal	105

32	Nuisance Animals	56
32	Stray Animal	181
32	Unwanted Animal	2
32	Vicious Animal	57
32	Wildlife Assistance	10
		<b>497</b>
33	Agency Assists	5
33	Animal Abandoned	4
33	Animal Bite	32
33	Animal Business	18
33	Animal In Trap	4
33	Injured Animal	100
33	Nuisance Animals	69
33	Stray Animal	169
33	Unwanted Animal	3
33	Vicious Animal	68
33	Wildlife Assistance	9
		<b>481</b>
34	Agency Assists	52
34	Animal Abandoned	43
34	Animal Bite	46
34	Animal Business	4
34	Animal Fighting	1
34	Animal In Trap	17
34	Dangerous Dog	3
34	Injured Animal	407
34	Nuisance Animals	109
34	Stray Animal	715
34	Trap Pick-Up	7
34	Unwanted Animal	152
34	Vicious Animal	538
34	Wildlife Assistance	163
		<b>2257</b>
35	Agency Assists	6
35	Animal Abandoned	10

35	Animal Bite	28
35	Animal Business	6
35	Animal Fighting	1
35	Animal - Inhumane Treatme	3
35	Animal In Trap	5
35	Dangerous Dog	2
35	Injured Animal	105
35	Nuisance Animals	80
35	Stray Animal	203
35	Unwanted Animal	6
35	Vicious Animal	68
35	Wildlife Assistance	12
		<b>535</b>
36	Agency Assists	10
36	Animal Abandoned	11
36	Animal Bite	39
36	Animal Business	10
36	Animal Fighting	1
36	Animal In Trap	4
36	Injured Animal	129
36	Nuisance Animals	60
36	Stray Animal	228
36	Unwanted Animal	16
36	Vicious Animal	96
36	Wildlife Assistance	18
		<b>622</b>
37	Agency Assists	74
37	Animal Abandoned	51
37	Animal Bite	49
37	Animal Business	2
37	Animal - Inhumane Treatme	1
37	Animal In Trap	8
37	Dangerous Dog	5
37	Injured Animal	283
37	Nuisance Animals	63
37	Stray Animal	467

37	Unwanted Animal	111
37	Vicious Animal	265
37	Wildlife Assistance	43
		<b>1422</b>
38	Agency Assists	8
38	Animal Abandoned	4
38	Animal Bite	41
38	Animal Business	6
38	Animal - Inhumane Treatme	3
38	Animal In Trap	8
38	Dangerous Dog	1
38	Injured Animal	151
38	Nuisance Animals	90
38	Stray Animal	169
38	Unwanted Animal	4
38	Vicious Animal	64
38	Wildlife Assistance	14
		<b>563</b>
39	Agency Assists	10
39	Animal Abandoned	4
39	Animal Bite	35
39	Animal Business	9
39	Animal In Trap	17
39	Dangerous Dog	1
39	Injured Animal	204
39	Nuisance Animals	109
39	Stray Animal	151
39	Unwanted Animal	8
39	Vicious Animal	82
39	Wildlife Assistance	25
		<b>645</b>
40	Agency Assists	27
40	Animal Abandoned	7
40	Animal Bite	20
40	Animal Business	19

40	Animal In Trap	5
40	Dangerous Dog	2
40	Injured Animal	99
40	Nuisance Animals	63
40	Stray Animal	120
40	Unwanted Animal	9
40	Vicious Animal	86
40	Wildlife Assistance	8
		<b>465</b>
41	Agency Assists	7
41	Animal Abandoned	8
41	Animal Bite	27
41	Animal Business	16
41	Animal In Trap	10
41	Dangerous Dog	2
41	Injured Animal	220
41	Nuisance Animals	52
41	Stray Animal	121
41	Trap Pick-Up	2
41	Unwanted Animal	3
41	Vicious Animal	74
41	Wildlife Assistance	23
		<b>558</b>
42	Agency Assists	4
42	Animal Abandoned	1
42	Animal Bite	15
42	Animal Business	9
42	Animal - Inhumane Treatme	2
42	Injured Animal	127
42	Nuisance Animals	43
42	Stray Animal	66
42	Vicious Animal	145
42	Wildlife Assistance	13
		<b>425</b>
43	Agency Assists	5

43	Animal Abandoned	2
43	Animal Bite	25
43	Animal Business	12
43	Dangerous Dog	2
43	Injured Animal	82
43	Nuisance Animals	25
43	Stray Animal	62
43	Vicious Animal	48
43	Wildlife Assistance	2
		<b>265</b>
44	Agency Assists	12
44	Animal Abandoned	1
44	Animal Bite	20
44	Animal Business	11
44	Animal - Inhumane Treatme	1
44	Animal In Trap	2
44	Dangerous Dog	1
44	Injured Animal	76
44	Nuisance Animals	26
44	Stray Animal	71
44	Unwanted Animal	2
44	Vicious Animal	51
44	Wildlife Assistance	2
		<b>276</b>
45	Agency Assists	15
45	Animal Abandoned	10
45	Animal Bite	32
45	Animal Business	13
45	Animal In Trap	13
45	Dangerous Dog	1
45	Injured Animal	162
45	Nuisance Animals	78
45	Stray Animal	171
45	Trap Pick-Up	3
45	Unwanted Animal	3
45	Vicious Animal	58

45	Wildlife Assistance	19
		<b>578</b>
46	Agency Assists	4
46	Animal Abandoned	4
46	Animal Bite	23
46	Animal Business	6
46	Animal In Trap	1
46	Injured Animal	77
46	Nuisance Animals	28
46	Stray Animal	54
46	Trap Pick-Up	1
46	Unwanted Animal	4
46	Vicious Animal	33
46	Wildlife Assistance	3
		<b>238</b>
47	Agency Assists	7
47	Animal Abandoned	6
47	Animal Bite	29
47	Animal Business	23
47	Animal In Trap	3
47	Dangerous Dog	2
47	Injured Animal	108
47	Nuisance Animals	71
47	Stray Animal	126
47	Unwanted Animal	6
47	Vicious Animal	113
47	Wildlife Assistance	11
		<b>505</b>
48	Agency Assists	8
48	Animal Abandoned	7
48	Animal Bite	12
48	Animal Business	8
48	Animal - Inhumane Treatme	1
48	Animal In Trap	2
48	Injured Animal	93

48	Nuisance Animals	29
48	Stray Animal	53
48	Unwanted Animal	5
48	Vicious Animal	44
48	Wildlife Assistance	10
		<b>272</b>
49	Agency Assists	9
49	Animal Abandoned	6
49	Animal Bite	36
49	Animal Business	4
49	Animal - Inhumane Treatme	1
49	Animal In Trap	3
49	Injured Animal	88
49	Nuisance Animals	75
49	Stray Animal	109
49	Unwanted Animal	10
49	Vicious Animal	66
49	Wildlife Assistance	4
		<b>411</b>
50	Agency Assists	6
50	Animal Abandoned	7
50	Animal Bite	26
50	Animal Business	5
50	Animal Fighting	1
50	Animal In Trap	10
50	Dangerous Dog	3
50	Injured Animal	123
50	Nuisance Animals	51
50	Stray Animal	91
50	Unwanted Animal	2
50	Vicious Animal	42
50	Wildlife Assistance	11
	Injured Animal	1
	Stray Animal	1



COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-03

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Lopez asked for a copy of CACC's cleaning protocols, adoption procedures and adoption follow-up protocols.

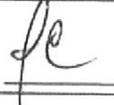
- a) Cleaning protocol - Dogs: CACC uses a training video filmed by the University Of Wisconsin School Of Veterinary Medicine. The video was filmed at CACC using the old cage model (side to side cages). Even though our cages are different now (front to back), the cleaning techniques remain the same. We are currently working to film a new video. The project is in the review stage. For your convenience, the link to the cleaning video is included below. In addition to the video, CACC conducts hands-on group training and bimonthly refreshers.

<https://www.youtube.com/watch?v=YqP0CAtoNec>

- b) Cleaning Protocol – Cats: Attached is the Cat Cleaning Protocol.

- c) Adoption Protocol – Attached are the following:
- Adoption Process Training guide
  - The Guide to Adopting a Pet
  - The Adoption Screening worksheet
  - The Adoption Application and,  
The Adoption Event Worksheet

As always, please let me know if you have any further questions.

Commission on Animal Care & Control Standard Operating Procedures - Operations Division	<b>Policy Number: SO-4c</b>
<b>Subject: Cat Cleaning Protocol</b>	Date Issued: Manager's Approval 

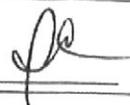
**\*\*IMPORTANT NOTES:**

- BEFORE starting to clean, check all cats in A, B, and the Hallway for signs of disease. Hang tags as per protocol SO-4d.
- Begin cleaning in the kitten room whenever kittens are present.
- **Remember: when spot cleaning cat cages, LESS IS MORE. The gold standard is to be as minimalistic as you can be! This is instrumental in reducing transmission of disease and reducing the stress level for the cats during the cleaning process.**
- Whenever cleaning while the cat is in the cage, please minimize the amount of interaction and contact the cat has with your arms, hands, face and body. The biggest cause of disease transmission is from those of us that work directly with the cats, especially during cleaning, spreading pathogens from one animal to the other after interactions. If a cat is seeking attention, keeping one hand on the cat and massaging the scruff (when safe) can be helpful in keeping the cat from trying to climb on you or jump out of cage.
- If a cat is hiding in a feral cat box allow the cat to remain in the box during cleaning, unless the box is heavily soiled with urine and feces. This measure reduces stress and disease transmission while increasing safety for everyone. Offering a small amount of canned food on a paper plate in the cat den may help get cats to go into their box.
- Whenever it is necessary to set down any items from an animal's cage outside the cage, first place a fresh sheet of newspaper on the floor (or on top of cage), and then set the item on the paper. After replacing the item in the kennel, pick up this newspaper and discard immediately. This helps to keep germs off the floor and helps keep germs from the floor from ending up in the cat's cage.

**Changing Gloves and Gowns**

- **Gloves**
  - Change gloves before cleaning each cage in the kitten room.
  - Change gloves between each room A and B and after each cage in isolation.
  - Always change gloves after cleaning any cage for a cat that is being monitored for disease.
- **Gowns**
  - Start with a fresh gown before cleaning the kitten room (start cleaning in the kitten room)
  - Change gown after isolation

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Commission on Animal Care & Control Standard Operating Procedures - Operations Division	<b>Policy Number: SO-4c</b>
<b>Subject: Cat Cleaning Protocol</b>	Date Issued: <b>Manager's Approval</b> 

#### Hallway cats (New arrivals)

- Move healthy cats from the hallway into clean cages before beginning cleaning.
- Move sick cats after cleaning.

#### Cleaning order

- Cages should be spot cleaned in the following order:
  - Healthy kittens (**Start cleaning in the kitten room in B ward**)
  - Healthy adults in A and B
  - Yellow tagged in A and B – monitoring for illness kittens/cats
  - Orange tagged in A and B – possibly ill kittens/cats
- Deep cleaning of vacated cages in A and B
  - Vacated cages of healthy cats
  - Red tagged cages of confirmed ill kittens/cats

**Before you clean, collect a big enough stack of clean rags to use a clean rag for each cage.**

- Never dip a dirty rag back into a disinfectant bucket or use one rag in multiple cages.
- Collect used rags in a bag or bucket as cleaning progresses.

**Don't place any dirty items on the cart (food bowl, water bowls, or rags).**

#### Spot cleaning occupied cages:

- Pour water from water bowls into the trash can; avoid splashing or spilling water onto the floor. Water bowls can be re-used, unless they are soiled.
- Discard leftover food every morning
- Dump litter out and replace with fresh litter
- **DO NOT** wipe cage debris directly onto floor. Using a large dust pan, place the edge just **outside** and under the edge of the cage (not in the cat's cage); using your gloved hand or a rag, brush any debris into the dustpan, then discard debris in garbage.
- Replace bedding and newspaper **ONLY** if it is wet, soiled, covered in litter or badly torn / crumpled.
- Dip a clean rag into a small bucket with Accel or spray the rag with Accel from a spray bottle so that the rag is soaked but not dripping. Wipe down **ONLY** the soiled areas of the cage, making sure to remove any mucous (snot) or feces.
- **Never use the sprayer to spray the inside of a cage while a cat is inside.**
- Replace food and provide fresh water. Bowls do not need to be changed unless soiled.

#### Deep Cleaning Vacated Cages:

*Deep cleaning of vacated cages is done after spot cleaning of occupied cage and after cats have been moved.*

- Remove ALL items from vacated cages.

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Commission on Animal Care & Control Standard Operating Procedures - Operations Division	<b>Policy Number: SO-4c</b>
<b>Subject: Cat Cleaning Protocol</b>	Date Issued: <b>Manager's Approval</b> 

- Spray Accel into the cage, being careful not to spray the outer edges of the cage (to prevent spray from hitting surrounding cages).
- To apply Accel to the edges of the cage, spray a clean rag with Accel so that it is soaked but not dripping, and spread Accel onto those surfaces.
- Thoroughly scrub down the cage doors, inside and out.
- If the rag needs more Accel either use a sprayer to add to the current rag or dip a clean rag into the Accel.
- Allow Accel to soak for 10 minutes
- Take a clean rag and wipe the interior of the cage and the door clean – be sure to remove all debris from cage walls and door, leaving all surfaces visibly clean. There is no need to rinse in terms of disinfection, but if residue has left streaks on cage walls, rinse with water to remove streaks.
- Set up cage:
  - Line cage with layer of newspaper
  - Provide bedding, a litterbox and ideally a hiding spot (ex. Paper bag, cardboard box or feral den)

### Spot Cleaning Feral Cat Cages

The spot cleaning approach should be tailored to the type of cat in the cage, as described below:

- Feral cats (wild animals with no human socialization):
  - Hold your hand on the outside of the cage door to prevent escapes
  - Slowly open the cage, watching the cat's overall body language
  - Once the door is slightly open, slowly remove the food bowl
  - Remove water bowl and dump water, replace bowl
  - Remove the litterbox, dump litter and replace with enough fresh litter to cover the bottom of the box
  - Replace bedding as necessary. Use the "taco" technique when applicable:  
**Taco Technique:** Layer newspaper and bedding; fold in half. This allows for insertion into the cage, while only requiring the cage door to be opened a little bit
  - Keep the cat's mental stress level in mind in how far and how deeply you clean. For example, if a feral cat has a small piece of feces on the back wall, leave it there
  - Wipe any feces or mucous (snot) off the walls with a rag dipped in Accel solution. **Only perform this step if it is safe to do so**
  - Provide a hiding place, if the cat is in a feral box they should not be disturbed to clean unless the box is heavily soiled with urine and feces

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## ADOPTION PROCESS TRAINING GUIDE



Thank you for joining Chicago Animal Care and Control's adoption team. The CACC process is designed to help us assess whether potential adopters have chosen a pet that is a good fit with their living situation and whether they are prepared to spend the time, energy and resources to provide the animal with life-long proper care in a loving home.

Finding pets new families through adoption is a growing aspect of CACC's array of programs aimed at assisting the city's homeless animal population. During 2016, 15,725 animals arrived at CACC, Chicago's only open-access municipal shelter. Of the 8,278 dogs and 5,766 cats that were brought in, 1,098 were adopted to members of the public directly from the CACC facility, while another 8,106 were transferred to our community rescue partners. As CACC's adoption program expands to include more volunteer Adoption Counselors, our capacity to increase adoptions is expected to rise.

### **TABLE OF CONTENTS:**

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- CACC's Adoption Screening Philosophy
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  - Adoption Decision
  - Finalizing Adoptions
  - Responsible Pet Ownership Discussion

## ABOUT CACC'S ADOPTION PROGRAM

### **Adoption hours and cost**

- The shelter is open for adoptions from noon–7 p.m. daily.
  - Applications for adoption are accepted until 6 p.m.
- Costs for all dogs and cats, kittens and puppies: \$65
  - The dog adoption fee includes: spay/neuter surgery, all vaccines including Rabies (over 4 months), heartworm-testing (adults), city license, deworming and microchip.
  - The cat adoption fee includes: spay/neuter surgery, all vaccines including Rabies, FeLV and FIV test, deworming and microchip.
  - Fee includes city license for dogs, which needs to be renewed annually for \$5.
  - Cash check and credit/debit cards are accepted. If paying cash, adopter must have exact amount as our system does not provide change.

### **Adopter requirements**

- Adopters must be 18 years or older.
- Must have a valid government-issued photo ID and piece of mail, utility bill, personal check or voter registration card confirming your address
- Renters must have permission from a landlord or lease showing they can have a pet (landlord can be called if no lease available).
- Applicants who own a pet must provide their vet/vaccination records or allow us to contact their veterinarian.
- Bring with all family members to meet the animal before finalizing the adoption.
- The Adoption Agreement requires the applicant to:
  - See a licensed veterinarian within 14 days of the adoption.
  - Agree that the City of Chicago does not assume any veterinary charges in connection with the care and treatment of the adopted animal.
  - Agree that the City of Chicago makes no guarantees or representations about the animal's temperament, and will not be held responsible (liable) for future injuries or bites or damage caused by the adopted animal.
- Note: Due to the potential to transmit upper respiratory illness at the shelter, CACC does not recommend or require that potential adopters bring their resident dogs in to meet adoptable dogs. However, an adopter can choose to sign a waiver if they want to proceed with a meeting.

### **Available animals**

- During adoption hours, all cats housed in the cat adoption room and most dogs in Pavilion A (and sometimes B) are available for adoption.
- For dogs, their "kennel cards" provides more details on which animals are ready for adoption.
  - Only those marked "available" can go home same day -- others may need to be held for medical clearance or to be spayed/neutered. Matchmakers should check with staff before showing an applicant a dog that is NOT marked "AVAILABLE."
  - If an applicant wants to see a particular dog despite a note on his/her kennel card indicating the dog would probably not be a good match, Matchmakers should check with the staff members showing the dog. (Learn more about kennel cards below.)
- If a potential adopter does not meet the right animal for them, explain that:
  - The available dogs and cats change constantly.
  - Kittens, smaller dogs and puppies tend to be adopted out quickly and people should come early (at noon) to increase their chances of finding them. However, also emphasize the benefits and importance of rescuing an adult animal.
  - Interested adopters can visit the city web site or petharbor.com/chicago for information (updated about once an hour between 8 a.m. and 11 p.m.) on all available pets. Adoptable dogs can be found at <https://tinyurl.com/cacc4dogs> while cats are posted to <https://tinyurl.com/cacc4cats>. Additional details about many of these animals (including video) can be found on Facebook at <https://www.facebook.com/CACCadoptables/>.

- Adopters also often ask about seeing more animals in other parts of the building. Explain to them that there are many other pets at CACC but these animals may be on stray holds or require medical/behavioral evaluation or assistance before they would be ready for adoption.
  - Other animals will go to CACC's rescue partner groups because they are too young to be adopted out or need extensive or specialized medical or behavioral assistance not available at the city shelter which serves as the City's triage center.
  - Anyone who is interested can apply to adopt through those organizations. (Provide list of the other area shelters/rescue groups to the potential adopter).

### CACC'S ADOPTION SCREENING PHILOSOPHY

Staff and volunteers involved in CACC adoptions should always remember that the goals of the program are to help assess whether potential adopters have chosen a pet that is a good fit with their living situation and whether they are prepared to spend the time, energy and resources to provide the animal with life-long proper care in a loving home. With this in mind, we expect those working on adoptions to:

- Use appropriate communication techniques to gather information, and to educate and assist the applicant in choosing the right pet for their family:
  - Start with a warm "hello," introduce yourself, and let the adopter know you are happy to help them.
  - Adopters may be intimidated by the adoption process or may not know what to expect. They may need encouragement to ask questions.
  - Keep interactions conversational, supportive, and friendly.
  - Use open ended questioning, active listening, and discussion to build a positive rapport with the adopter.
  - If the conversation is based on honesty, openness, and mutual respect, the counselor will be in a better place to say no to the adoption, if that becomes necessary.
  - Do not use leading questions or engage in discussions in which the applicant is trying to "guess" the right answer.
- Our goal is to help people create good homes for homeless pets and to assist them with education and resources instead of looking for reasons why adoption should be denied:
  - CACC does not discriminate or turn people down for an adoption due to race, sex, age, language, or the way the person looks or dresses.
  - Judgmental attitudes, interrogations, accusations, and attacks an adopter will only result in an uncomfortable situation.
  - Most people who come to a shelter to adopt want to do the right thing, and we are here to help them do it.
  - The ability of adopters to pay high adoption fees does not guarantee the quality of their homes, or their future ability to support adopted pets, according to national studies.

### ADOPTION PROCESS STAFF AND VOLUNTEERS

#### Animal Care Clerks

##### **Role:**

**Pre-interview checklist:** If a person wants to adopt, they bring the pet's kennel card to the front desk. The Animal Care Clerk then completes the following steps:

- Confirm adopter is at least 18 years old (and copy applicant's ID for records).
- Confirm he/she has a valid government-issued photo ID and mail/bill showing address.
- Confirm vet records/vaccinations are up to date (may need to call vet).
- For renters, confirm from lease or landlord that pets are allowed (may need to call landlord).
- After reviewing the documents and looking the person's name up in Chameleon, the Clerk completes the checklist on the "Adoption Screening Worksheet" and notes any areas of concern.
- Check that the adoption application is filled out completely.

- Give dog/cat folder, completed application, and agreement with medical records to an Adoption Counselor, if one is available. If not, the Clerk will continue with the process themselves.
- Review these documents and talk with the Matchmaker about the meeting the pet. Note specific concerns ONLY on the screening worksheet (age of children, interaction issues, experience, etc.).

**Adoption interview:**

- If no Counselor is available, the Clerk greets the potential adopters and conducts a 20-minute discussion to assess whether they are a good fit for the animal.
- The interview is divided into four sections, and examples of question for each section are provided in the interview section below.
- Communicate with supervisors any questions or concerns that arise during the interview that may warrant ending the application process sooner.
- Following the interview, if there were no concerns, the Clerk can approve the adoption.
- The clerk then sign the application, checks "approved" box, and brings it to the desk for processing (or processes it himself/herself, depending on staffing situation)
- If a Matchmaker, Clerk or Counselor are concerned about the adoption, the Clerk, Supervisor, Shelter Manager, Assistant to the Director, or Director should be consulted (in that order). Staff or volunteers talk to applicant, and record issues and how they were resolved in the screening worksheet.

**Adoption completion checklist:**

- Processes the contract, microchip, and rabies tag and dog registration.
- Places signed original adoption agreement, rabies tags and microchip forms in dog/cat folder.
- Call adopters to the desk to get signatures on final paperwork and process payment.
- Have adopter write down pet's name (if available) and phone number, and create an ID tag.
- Help pick out a collar (and leash), and attach new tag to the collar
- Contact Medical Department which provides final signoff on health of the animal, explains to adopter how the microchip works, review the pet's current health and treatments received at CACC, and summarizes spay/neuter recovery protocol focusing on that sutures are dissolvable, but pet needs to go to the vet in two weeks to make sure and establish a health baseline
- Get the animal and bring him/her to the lobby or page staff or volunteer for assistance.
- Take cat photos in adoption room and dog photos in auditorium/lobby. Tell adopter may be used for media/marketing. Email to [caccadoptables@gmail.com](mailto:caccadoptables@gmail.com); post to [@caccadoptablepets](mailto:@caccadoptablepets).

**Pet ownership discussion:**

- The Clerk also needs to return to the adopter before or after processing the final application to discuss general pet ownership issues (see list below) and focuses on the topics checked off by adopter on application.
- Clerk will get/print tip sheets as needed (check <http://bit.ly/2yKUCY7> and care binder).

**Matchmakers**

Matchmakers will facilitate the introduction of dogs and cats to potential adopters, as well as provide one-on-one exercise and enrichment to dogs and cats at CACC. These volunteers allow animals and potential adopters to interact under controlled conditions on the CACX property, and provide background information on medical and behavioral issues to visitors in order to facilitate good matches with adopters.

**Role:**

- Remove/return dogs and cats from kennels so potential adopters are able to interact with them
- Provide dogs and cats with opportunities for exercise, enrichment and elimination
- Leash and walk dogs in designated areas of the facility grounds and let cats out of their cages for exercise and socialization
- Teach basic training skills and manners through one-on-one interactions.
- Socialize animals to interact with others (people and dogs/cats) in non-aggressive play
- Assist the public by answering questions about particular dogs and cats
- Provide potential adopters guidance on animals that are a good fit for their household
- Talk with Clerk and/or Adoption Counselor about concerns about potential adopters
- Provide feedback to staff about animal behavior and health

**Skills:**

- Work with dogs and cats in a safe, patient and constructive manner
- Communicate with potential adopters in a non-judgmental and courteous manner
- Provide accurate information on animals of interest to potential adopters
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write and have clear communication skills
- Spanish-language ability preferred but not required

**Prerequisites and Training:**

- General orientation
- General dog/cat training
- Adoption screening training
- Two sessions of one-on-one training with Matchmaker or staff member (can request more)
- Must read through the dog and cat handling instructions and handouts, and review with a staff member

**Volunteer Conditions:**

- Walking (including with dogs on leash), sitting, bending and stooping required
- Lifting up to 35 pounds
- Volunteers will have extensive interaction with animals and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.

**Time commitment:**

- A minimum commitment of 8 hours/month. CACC is open daily from noon until 7 p.m.

**Adoption Counselor**

Adoption Counselor Volunteers conduct conversational interviews with potential adopters to help place CACC shelter animals into appropriate homes and to provide information and supporting documents to adopters to ensure a good transition into the home.

**Role:**

- The Adoption Counselor reviews the documents collected by the Animal Care Clerk about the pet and the completed application. He/she talks with the Matchmaker about the meeting the pet. The Counselor notes specific concern only (age of children, interaction issues, experience, etc.) on the screening worksheet.
- The Counselor then greets the potential adopters and conducts a 20-minute discussion to assess whether they are a good fit for the animal.
- The interview is divided into four sections, and examples of question for each section are provided in the interview section below.
- The Counselor communicates with supervisors any questions or concerns that arise during the interview that may warrant ending the application process sooner.
- Following the interview, if there were no concerns, the Counselor can approve the adoption.
- The Counselor then signs the application, checks "approved" box, and brings it to the desk for processing
- If a Matchmaker, Clerk or Counselor are concerned about the adoption, the Clerk, Supervisor, Shelter Manager, Assistant to the Director, or Director should be consulted (in that order). Staff or volunteers talk to applicant, and record issues and how they were resolved in the screening worksheet.
- When adoption is approved, Clerk will direct Counselor about working together to complete the process, depending on workload: If an applicant needs interviewing or the Counselor is talking to an adopter, the Clerk may complete the process. If the desk is busy, the Counselor may help with the tag, collar, photos, etc. In general, the process is:
- The Counselor's role includes preparing adopters for success with information and resources. After an adoption is approved, the Counselor talks to the adopter about pet ownership issues (see specific topics below) and focuses on the topics checked off by adopter on application. The Counselor will get/print tip sheets as needed. (Check <http://bit.ly/2yKUCY7> and care binder.)
- The Counselor also may help the Animal Care Clerk with the following:
  - Have adopter write down pet's name (if available) and phone number, and create tag.

- Help pick out a collar (and leash), and attach new tag to the collar.
  - Get the animal and bring him/her to the lobby or page staff or volunteer for assistance.
  - Take cat photos in adoption room and dog photos in auditorium/lobby. Tell adopter may be used for media/marketing. Email to [caccadoptables@gmail.com](mailto:caccadoptables@gmail.com); post to [@caccadoptablepets](https://twitter.com/caccadoptablepets).
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**Skills:**

- Communicate with the public in a non-judgmental, courteous way, even in stressful situations
- Provide friendly, knowledgeable customer service and answer questions professionally
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Provide accurate information on animals of interest to potential adopters
- Ensure that adoption applications are filled out completely and assist potential adopters by answering questions related to the application
- Communicate with staff on any issues of concern related to an adoption application
- Defer to staff on adoption decisions
- Read, write and have clear communication skills
- Spanish-language ability preferred but not required

**Prerequisites and Training:**

- General Orientation
- Adoption screening training
- General dog and cat training
- One session of one-on-one training with an Adoption Counselor volunteer or staff member (can request more training)
- Must read through the adoption discussion guidelines and review them with a staff member

**Volunteer conditions:**

- Some walking, sitting, bending and stooping will be needed. Lifting up to 20 pounds

**Time commitment:**

- A minimum commitment of 8 hours/month. CACC open daily from noon until 7 p.m. High traffic periods where assistance is needed are weekends noon-7 p.m. and weekdays between 4 p.m. and 7 p.m.

**THE ADOPTION SCREENING PROCESS****Summary of the process**

- The adopter meets animals of interest to him/her, with guidance from the Matchmaker.
- If the applicant decides to adopt an animal, the Clerk reviews his/her ID and documents.
- During this period of times, the potential adopter is completing an application.
- After reviewing the application and the animal's file, and if talking to the Matchmaker, the Counselor interviews the adopter.
- They cover questions from the application and having an open-ended conversation.
- After the interview, the Counselor makes a decision about going forward with adoption or flagging it for review by supervisors/managers.
- If/when the adoption is approved, the Animal Care Clerk works with the Counselor to complete the process.
- The Counselor also returns to the adopter to review responsible pet ownership topics and review issues of particular interest to the applicant.

**The Process in Detail****PART 1: MEETING THE ANIMALS**

- Potential adopters sign in at the Security desk and show their ID.
- They are directed to the dog pavilion(s) or cat adoption room.
- The potential adopter goes to the cat adoption room or dog pavilion(s) and talks with a Matchmaker about why they want to adopt and what type of pet he/she is of interest to them.
- The Matchmaker explains the process, shows the adopter how to read a kennel card and discusses the various issues to consider when making a decision.

- After this free-form and open-ended discussion, the Matchmaker introduces the adopter to the animals they have agreed may be appropriate.

## **PART 2: APPLICATION PROCESS AND BACKGROUND SCREENING**

- If the applicant finds a pet they want to adopt, they will take the animal's kennel card to the lobby desk and request an application.
- The Clerk asks the applicant for their ID and supporting documents.
- The Clerk gives the adopter an application and tells them to take a seat in the waiting area
- An "Adoption Screening Worksheet" is started by the Matchmaker and/or Animal Care Clerk to keep track of each adoption application. Applicable sections are checked off as "Completed" or, if any issues of concern are raised, flagged as "Needing Review," with appropriate notes added. At any point in the process, if an issue of concern is raised, the Clerk, Matchmaker or Adoption Counselor can take a break to discuss with a supervisor whether or not to continue.
- After reviewing the documents and looking the person's name up in Chameleon, the Clerk completes the checklist on the Adoption Screening Worksheet and notes any areas of concern.
- The Clerk hands off this worksheet, adoption agreement, animal's medical/behavioral paperwork and an adoption folder (yellow for cats and blue for dogs) to the Adoption Counselor (if there is one available).

## **PART 3: THE ADOPTION SCREENING INTERVIEW**

- When prospective adopters return their completed application to the desk, the Counselor needs to check that the applicant filled everything out correctly.
- In preparation for meeting with the adopter, the Counselor also should review the animal's records, kennel card, and any research collected by the Clerk on the applicant.
- The Counselor should try to talk briefly with the Matchmaker about how the meeting between the applicant and the pet went, and find out whether the Matchmaker has any concerns. Please note ONLY specific issues of concern on the Screening Worksheet (a "bad feeling/vibe" is not sufficient).
- Please remember: the counseling duties may be taken on by the Clerk or Matchmaker if another counseling volunteer is not available.
- After the Counselor completes this review, he/she greets the applicants and brings them to the interview area for a 20-minute discussion that's divided into four sections:
- **About the pet (5 minutes):** The Adoption Counselor should share any information about the animal's behavior/health from the Matchmaker and documents provided by the Clerk with the application.
  - The Counselor should pay attention to any of the following notes on the kennel cards, which are auto-generated based on coding from our medical team. If any of these are on the card, please consider them as a strong guideline. However, if you feel that the applicants are suitable even if they do not meet the exact criteria noted on the card, take a moment to discuss it with the ACC Supervisor before proceeding with the rest of the interview.
    - "I am probably full grown"
    - "I will need regular grooming"
    - "I need lots of exercise"
    - "I am shy/timid and will need time to warm up"
    - "I am best suited to be the only pet in the household"
    - "I would do best in a home with adults only"
    - "I am looking for an adopter with dog experience"
    - "I would do best in a home with children over 6"
    - "I would do best in a home with children over 12"
  - If the kennel card states the dog is "not available," discuss whether to proceed with a supervisor and explain to applicant. On occasion we may consider adopting out dogs that are not yet marked "Available". If the card says "Not Available," discuss it with the ACC Supervisor before proceeding and then explain the process to the adopter and add notes below.
  - If records indicate particular medical issues, ask Clerk page Medical staff to provide more details.

- If the application looks good but the Counselor feels that it's important for the family to meet the pet, the Counselor will tell the applicant that they should come back with the entire household, and will discuss a hold with a supervisor.

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- Below are some of the most commonly asked questions and answers from applicants about specific pets:
  - **Is this dog house trained?** We cannot determine if a dog is house trained while in the shelter. You should reasonably expect to have to work with the dog and allow for a transition from the shelter into their new home and family.
  - **Does this dog like cats? Does this cat like dogs?** We usually don't know. A volunteer can walk dogs from Pavilion A by the Cat Adoption Room window to see what the reaction is, but is not a great predictor of how they really will be with cats/dogs when they arrive in the home. In some cases, the owner will fill out a survey indicating whether the dog lived with and/or liked cats in the former home. Please see below for resources about how to properly introduce dogs and cats. In some cases, the owner will fill out a survey indicating whether the animal lived with and/or liked other animals in the former home. Some of the dogs are in a playgroup and we can give adopters some information about dog friendliness and some of our cats play together in the adoption room. However, how an animal behaves in a shelter environment can be very different from how they behave at home, so you need to decide for yourself when you meet the dog/cat.
  - **Does this dog/cat get along with children?** We really don't know, since we have very little information about our animals' history - especially if they were stray. All family members must come and meet the new pet at the shelter before an adoption is completed so the adopter can gauge for him/herself the suitability of a pet to their family. In some cases, the owner will fill out a survey indicating whether the dog lived with and/or liked children in the former home.
- **Animal care experience (5 minutes)** The Adoption Counselor should ask about any pets in the home. This information helps to create a picture of what the adopter already does and what they are expecting with the new pet.
  - If the applicant adopted from CACC before, thank them for coming back and ask about that pet.
  - Did the applicant lose pets in the past under worrying circumstances (relinquished, stolen, sold)?
  - Does applicant take pets to the vet? Under what circumstances? Are they current on vaccinations?
  - If you have questions about the applicant's pets, call their vet. If you can't reach the vet, include in notes.
  - Where in the home will the pet be spending most of his/her time? Is there any place off limits?
  - How much time will the pet spend alone each day?
  - How will the prospective adopter budget for the estimated \$1,000 annual cost of owning a pet?
  - Is animal entering a potentially dangerous situation (small animal with big dog)?
  - Are there unspayed/unneutered pets in the home? If yes, provide handout.
  - If there is another pet in the home, are they prepared to do a very slow introduction?
  - Who lives in the home, and what's their potential interactions with the new pet? .
  - If applicant has young children, do they have a plan for supervising interaction with pet?
  - Are there any family member against the idea of having this pet?
- **The adoption agreement (5 minutes)** The Adoption Counselor should review the adoption agreement requirements and explain that the applicant will be agreeing to these terms when they sign the adoption agreement:
  - Adopters must see a licensed veterinarian within 14 days of the adoption.
  - Adopters must agree that the City of Chicago does not assume any veterinary charges in connection with the care and treatment of your animal
  - Adopters must agree that the City of Chicago makes no guarantees or representations about the animal's temperament, and will not be held responsible (liable) for future injuries or bites or damage caused by the adopted animal

- **Open-ended discussion (5 minutes)** In addition to reviewing the specific questions above, the Counselor and applicant should have an open-ended chat about the adoption. This list of questions may be useful in initiating the conversation:
  - Why does the applicant want to adopt? Why now?
  - Why did he/she pick this particular animal?
  - What does the applicant hope to get from his/her relationship with this pet?
  - Is the applicant ready to take responsibility for a pet for its entire life?
  - Would the applicant secure a new home that allows animals in the event they move?
  - How does the applicant plan to deal with behavioral issues?
  - Would the applicant seek out help from trainer, if needed?
  - What are the applicant's biggest concerns?

#### **PART 4: ADOPTION DECISION**

##### **No concerns raised about adoption**

Following the interview, if there were no concerns identified on the worksheet, the Counselor can approve the adoption and the adoption finalization process can begin (see PART 5 below).

##### **If there are concerns about the adoption:**

- If the Matchmaker, Clerk or Adoption Counselor do not feel comfortable proceeding with the adoption, an ACC Supervisor, Shelter Manager, Assistant to the Director or Director should be consulted. The Counselor or staff member will then explain the situation to the applicant, and record issues and how they were resolved in the screening worksheet.
- If the applicant does not meet the basic requirements (minimum age, rental permission, etc.) the application should not be approved. In addition, if the counselor runs into the following topics/issues/concerns, the counselor must consult with a supervisor before finalizing an adoption:
- Animal's records indicating it may not be an appropriate fit. For example, kennel card says no young children and there are young children in the family
  - Adoptable dog requires an experienced owner and applicant has NOT had previous experience with dogs or is not prepared to spend the time and resources necessary to provide the training, medical treatment and proper care for the dog
  - Applicant is under the influence of alcohol or drugs
  - Applicant is verbally or physically aggressive toward people
  - Applicant demonstrated acts in an aggressive or cruel manner towards animals
  - One family member is clearly against the idea of having a pet
  - Pet will be at home alone for more than 10 hours at a time (puppies 4 hours)
  - Applicant says if they move they are unwilling to secure a new home that allows animals
  - Applicant is adopting the animal as a gift -- suggest people make a "gift certificate" and invited the recipient to go to the shelter together
  - Applicant is adopting an animal to use solely as a mouser
  - Applicant is adopting an animal for the sole use as a guard dog
  - Applicant is unwilling to take responsibility for a pet for its entire life
  - Applicant mentions behavioral issues that can be solved as reasons to give up a pet (scratching furniture, soiling in house, running away, jumping up)
  - Applicant has a history of irresponsible pet ownership (stolen/lost animals, not taking animals to vet, giving away animals for frivolous reasons)
  - Pet to live outside or kept isolated in unfurnished/unheated basement, garage or porch
  - Applicant unwilling to take necessary time for pet to adjust to new environment
  - Applicant is unwilling to spend weeks or months to house-train animal
  - Applicant cannot afford the financial obligation of a pet (estimated at \$1,000 a year, not including emergencies)
  - Applicant says that if they have allergy issues, they are unwilling to seek treatment

- Applicant has relinquished a pet in the past for a frivolous reason
- Applicant has had animals repeatedly impounded
- If an application is rejected, the counselor or a staff member could use language such as: “I know you want a pet right now, and I appreciate that you chose to help a pet from the City Shelter, but I’ve been listening to you closely, and I want to share my concerns. We aren’t comfortable doing this adoption now. Can we talk about some steps I recommend that you take before adopting a pet?”
- If an applicant gets upset, and you don’t feel comfortable diffusing the situation, please politely excuse yourself and tell them you’ll get a supervisor to provide more information.

#### **PART 5: FINALIZING ADOPTIONS**

##### **After an adoption is approved, the Adoption Counselor:**

- Signs the application and checks the “approved” box
- Brings the paperwork to the Animal Care Clerk
- Returns to the adopter to proceed with the pet ownership discussion

##### **The Animal Care Clerk:**

- Calls the adopters to the desk when they are ready to accept payment
- Processes the adoption agreement, microchip, rabies tag and dog registration
- Calls medical for final review
- Places the signed original adoption agreement, rabies tags and microchip information go into the folder and gives it to the adopter.

##### **A Medical staffer:**

- Explains to the adopter how the microchip works and what they need to do if they move, etc.
- Explains what medical care the pet received at CACC and answer questions about the pet’s current health.
- Explains the spay/neuter recovery protocol and emphasizes that CACC uses dissolvable sutures, but the pet needs to be checked out by a vet in two weeks to remove if necessary and establish a health baseline

##### **Clerk or Counselor will continue to work with the adopter to complete the final steps, depending on workload and number of applicants waiting:**

- Ask the adopter to write down the name of the pet (if they have one) and their phone number so that an ID tag can be made for the pet
- Help pick out a collar (and leash), and attach the new tag to the collar.
- Get the animal or page medical (or another staff member if medical not available) or volunteer as needed to bring the animal to the lobby for adoption.
- Take an adoption photo in the cat room or auditorium/lobby (for dogs), and tell the adopter the photo may be used on social media and for marketing.
- Email the photo to caccadoptables@gmail.com and post it to: @chicagoanimalcareandcontrol or @caccadoptablepets on Facebook.

#### **PART 6: RESPONSIBLE OWNERSHIP DISCUSSION**

One of the main jobs of the Counselor is to prepare the adopter for success by providing information and resources. After the application is approved, the Counselor should talk to the adopter about responsible pet ownership. The Counselor should briefly cover this list and emphasize the issues checked off on the application.

The Counselor may need to get tip sheets or print information. Resources can be found at <http://bit.ly/2yKUCY7> and in the pet care binder. The binder will include a summary of the most common issues that arise for CACC adopters. It can be used by adoption counselors and other volunteers and staff to find educational resources and lists of providers for particular services as need. Adopters can also be referred to the CACC web site, Facebook page and the handouts included their adoption folders for more detail on these subjects. Note: CACC’s inclusion of a link or handout should NOT be considered and endorsed of any particular service or organizations.

## BEHAVIOR

- **Introducing pets:** Cats should be introduced slowly and put in separate rooms until he/she shows desire to leave room. Each cat should have its own litter, and food and water bowls. Dogs should be introduced slowly in neutral territory like a park with parallel leash walking before going "nose to nose." Avoid uncontrolled introductions.
- **Behavior/training:** PAWS, ACL & ACS have dog programs; ACS & Tree House have cat hotlines. CRISP also can help.
- **Socializing pets:** Dogs should be walked daily and meet other dogs as much as possible, if not dog aggressive. If dog does not like other dogs, seek training help. Cats should meet people regularly. When meeting a cat, start with the "kitty handshake" slowly extend hand in a loose fist towards the cat's cheek. If the cat rubs the hand, the person should pet cat on the head. If the cat does not rub his cheek on the hand, the person should not him/her.
- **Pets and children:** It's a parent's responsibility to teach child and train pet on how to safely and properly interact.
- **Exercise, toys and play:** Dogs need walks, interactive toys (puzzle feeders, kongs, bones). Cats need at least two, 20+ minute play sessions daily, puzzle feeders/treat balls, activity centers, outside bird feeders and cat videos/CDs.
- **Find vet/trainer/walker/sitter:** If needed, provide suggestions or Yelp. Mention low-cost vets/ pantries.
- **Cat scratching/declawing:** If the applicant mentions declawing a cat, provide alternatives; scratching posts, clipping nails, Soft Paws, etc. This surgery is an amputation that can have very negative effects.
- **Single kitten syndrome:** Kittens under six months are better-adjusted if they have a buddy (kitten, friendly dog/cat).

## HOUSING

- **Pets outdoors:** Dogs: It's against the law to allow dog off leash on the public way, except for in official dog friendly areas. If your animal is aggression, use a muzzle or head harness. Cats: Do not let cat outside: Trauma and disease are big risks. If outside, pets should be supervised: Dog: walks, parks, daycare, etc. Cats: enclosed porch , stroller.
- **Proper shelter:** If an animal is to spend time outside in cold weather (or in garage, unheated porch, etc.) a waterproof, insulated shelter is required, as well as access to food and water. We recommend an outdoor heating pad. If an animal spends time outdoors in hot weather, they need access to shade, food, and water at all times.
- **Leaving pets alone:** Do not leave your animal alone for long periods of time, especially in cars or yards. Cars do not protect from cold or heat. Animals can be stolen or wander from yards, even if fenced. Puppies/kittens don't have instincts for danger and need supervision. Use safe room or crate if not home.

## HEALTH & DIET

- **Diet:** Ensure proper food and fresh water. Meal feeding is preferable. 50% of cat's diet should be wet food.
- **Other pets:** If there are unaltered/unvaccinated pets at home, explain population/health issues, and offer help.
- **Vet visits:** Provide preventive treatments: vaccinations, fleas/ticks and heartworm treatments, routine checkups. Several vaccinations are critical, especially if your pet encounters others. Have a plan for emergencies.
- **Rabies:** It is the law that all pets over four months old have a current rabies vaccine.
- **Grooming/nails:** Regular grooming and nail trimming are essential for the health/ happiness of your pet.
- **Docking ears/tail:** CACC does not approve of this practice.

## OTHER ISSUES

- **Chicago cruelty laws:** Leaving animals unattended in a motor vehicle or other enclosures without proper air circulation; Keeping an animal with a painful disease or injury, unless it is under the care of a veterinarian; Abandoning an animal on any public way or in any place where it may suffer; Leaving unrestrained outside any female dog in season.
- **Be a considerate pet owner:** It's against the law for pet to make continuous excessive noise. Work with a trainer.
- **City dog registration:** In Chicago, all dogs over four months old must have a City license. See handout in packet.
- **Lost pets:** Microchipping and collar with tags is critical in case your pet gets lost. Cats should wear safety collars.
- **Disaster plan:** Have a plan for your pet in the event of a disaster (or if can't get home). Also have a plan for the full life of your pet. Consider pet when making big decisions. Ensure new home allows pets before agreeing to move.
- **Crisis care:** CACC can refer people who are struggling to provide for their pets can refer to organizations that provide low-cost assistance and temporary foster care. Contact CACC or see <http://tinyurl.com/caccpetresources>.
- **Returning/rehoming pets:** If adoption isn't working after training, etc., has been tried, owners must be very careful rehoming pet. Consult an ACC or [tinyurl.com/caccpetresources](http://tinyurl.com/caccpetresources). An ACC could connect them to rescues or advise of it's best to bring pet back to the shelter.
- **Pet Insurance (Health & Home):** We can't recommend a company, but we can encourage them to do some research and mention breed discrimination issues with blocky-headed dogs that are assumed to be "Pit Bulls".

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## CHICAGO ANIMAL CARE & CONTROL



### GUIDE TO ADOPTING A PET

Thank you for adopting from Chicago Animal Care and Control. CACC's adoption process is designed to help you find the right pet for your living situation and to provide you with the information and resources necessary to give the dog or cat lifelong proper care in a loving home.

#### ADOPTION HOURS & FEES

- The shelter is open for adoptions from noon – 7 p.m. daily
  - Applications for adoption are accepted until 6 p.m. daily
- All dogs and cats: \$65
  - Fee includes spay/neuter, rabies inoculation (for pets over 4 months of age), microchip, booster vaccinations, heartworm test (for dogs over 6 months), FIV/FelV test (for cats), city license (for dogs and puppies over 4 months of age)
  - Cash (exact amount required), check and credit/debit cards are accepted

#### REQUIREMENTS FOR ADOPTERS

- Applicants must be 18 years or older
- Applicants must bring along:
  - Valid government-issued photo ID and piece of mail, utility bill, personal check or voter registration card confirming your address
  - A copy of your rental agreement (if applicable) or number for your landlord
  - Vet/vaccination records or the number for your vet if you currently own pets
- All family members must be available to meet the animal you select for adoption

#### ADOPTION AGREEMENT

- A copy of the policy on warranties, refunds and returns is available upon request
- The adopter agrees to see a licensed veterinarian within 14 days of the adoption
- Any adopter may exchange an animal for another of the same species and sex within 14 days of the adoption if the animal has been examined by a veterinarian or representative of the Executive Director, and found to be defective or unadaptable to the adopter's home
- The City of Chicago does not assume any veterinary charges in connection with the care and treatment of your animal
- The City of Chicago makes no guarantees or representations about the animal's temperament, and will not be held responsible for future injuries or bites or damage caused by the adopted animal

(over)



#### MEET THE CATS

- Sign in at the security desk with your ID
- Go through the “adoption/lost pets” gate
- Head to the cat adoption room
- Talk to a Matchmaker volunteer if you want to meet a specific cat. If no volunteer is available, go to front desk



#### MEET THE DOGS

- Sign in at the security desk with your ID
- Go through the “adoption/lost pets” gate
- Head past the cat room to the dog area
- Talk to a Matchmaker volunteer if you want to meet a specific dog. If no volunteer is available, go to front desk

#### About dog’s kennel cards:

Kennel cards are labelled “Available” for pets that are ready for adoption or “Not Available” for those who still require medical or other attention. Some cards also have information about the type of home the dog needs. A volunteer can provide additional details.

#### IF YOU DON’T MEET THE RIGHT PET TODAY

- The dogs and cats available for adoption at CACC change constantly
- To see available animals (updated hourly), go to <https://tinyurl.com/cacc4cats> for cats and <https://tinyurl.com/cacc4dogs> for dogs

#### IF YOU MEET A PET YOU WANT TO ADOPT

- Bring the animal’s “kennel card” to the front desk
- Get an application and take a seat in the lobby to fill it out
- If you rent and don’t have a lease with you, notify your landlord that CACC will be calling
- After the application is complete, bring it to the front desk
- Wait for your name to be called to meet with an Adoption Counselor and talk about the pet you are interested in adopting

#### IF YOUR ADOPTION IS APPROVED

- You will sign the adoption agreement and get a folder to take home with all your papers
- The Adoption Counselor will review pet ownership tips and any questions with you
- The Medical staff will talk to you about the microchip and post-spay/neuter surgery care
- If the dog is not spayed/neutered, CACC will call you when she/he’s ready to go home
- An ID tag will be made for your dog/cat with his/her name and your phone number
- You will be able to pick out a new collar/leash for your pet
- A staff member will bring your new pet to you
- Adoption photos will be taken, and may be used on social media or marketing

#### STAY IN TOUCH

- If you have questions or concern, please email [askcacc@cityofchicago.org](mailto:askcacc@cityofchicago.org)
- Follow CACC on Facebook: @ChicagoAnimalCareandControl

 CONGRATULATIONS ON FINDING YOUR NEW BEST FRIEND 



## ADOPTION SCREENING WORKSHEET

Animal's Name:	Animal ID#:	Applicant's Name:	Counselor:	Date:
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### **ABOUT THE SCREENING PROGRAM**

Chicago Animal Care and Control (CACC) strives for an open, honest adoption screening process aimed at assessing whether potential adopters have chosen pets that are a good fit for their living situations and whether they have the time, energy and resources to provide the dog or cat with life-long proper care in a loving home. An "Adoption Screening Worksheet" is used to track each application. Sections are checked off as "Completed" or, if issues of concern are raised, flagged as "Needing Review," with notes added. **At any point, if a concern is raised, the Animal Care Clerk, Matchmaker or Adoption Counselor can discuss with a supervisor whether or not to continue.**

#### **Summary of adoption screening steps** (Consult "Adoption Process Training Guide" for details)

- The adopter meets animals of interest to him/her, with guidance from the Matchmaker
- If the applicant decides to adopt an animal, the Clerk reviews his/her ID and documents
- During this period of times, the adopter completes an application
- After reviewing background/receiving input from Matchmaker, Counselor interviews adopter
- The application is approved by Adoption Counselor OR flagged for review by a supervisor
- If adoption is approved, Counselor discusses responsible pet ownership with the new adopters
- Clerk completes the adoption processing, with assistance from the Counselor and Medical staff

#### **PRE-INTERVIEW DOCUMENT REVIEW** (5 minutes; Animal Care Clerk)

If a person wants to adopt, they bring the pet's kennel card to the front desk. The Clerk completes the following steps before turning the applicant over to the Counselor (or continuing with the process if no Counselor is available):

- Confirm adopter is at least 18 years old (and copy applicant's ID for records)
- Confirm he/she has a valid government-issued photo ID and mail/bill showing address
- Confirm that vaccinations are up to date (may need to call vet)
- For renters, confirm from lease or landlord that pets are allowed (may need to call landlord)
- Give pet folder, completed application and agreement with medical records to Counselor

Completed    Needing Review   NOTES: \_\_\_\_\_

#### **PRE-INTERVIEW PREP** (5 min; Counselor/Clerk (if no Counselor available) & Matchmaker)

The Adoption Counselor reviews the documents collected by the Clerk about the pet and the completed application. He/she talks with the Matchmaker about meeting the pet. The Clerk or Counselor notes specific concern only below (age of children, interaction issues, experience, etc.):

Completed    Needing Review   NOTES: \_\_\_\_\_

**ADOPTION INTERVIEW** (20 minutes; Adoption Counselor -- Clerk if no Counselor available)

The Counselor bringing the applicants to the interview area to talk about the following four issues:

**1: About the pet** (5 minutes)

Share information about the animal's behavior/health, and note concerns below.

- If a kennel card recommends a certain type of adopter but the Counselor thinks the applicant is suitable even if he/she do not meet all criteria, the Counselor can talk to a supervisor
- If card states the dog is "not available," discuss whether to proceed with a supervisor
- If records indicate medical issue of concern to applicant, ask Clerk to page Medical staff
- If the applicant asks if the pet is house trained, likes other dogs/cats, or gets along with children, explain we often have little information about the pet: The adopter will need to allow for a transition time. Also, how a pet behaves in a shelter can be very different

Completed  Needing Review NOTES: \_\_\_\_\_

**2: Animal care experience** (5 minutes)

The Adoption Counselor should address the following questions and note concerns below:

- Are all family members living in the home here to meet the pet?
- If the applicant adopted from CACC before, thank them for returning and ask about that pet
- Did the applicant lose other pets under circumstances of concern (relinquished, stolen, sold)?
- Does applicant have a vet? Are vaccinations up-to-date? Counselor could call vet
- Are there unspayed/unneutered pets at home? If yes, provide resource sheet
- Where in the home will the pet be spending most time? Are there areas that will be off limits?
- How much time will the pet spend alone each day?
- How will adopter budget for the estimated \$1,000 annual cost of owning a pet?

Completed  Needing Review NOTES: \_\_\_\_\_

**3: The adoption agreement** (5 minutes)

The Counselor should review the following Adoption Agreement requirements with the adopter:

- The adopter must see a licensed veterinarian within 14 days of the adoption.
- City does not assume any veterinary charges in connection with the care and treatment of your animal.
- City makes no guarantees or representations about the animal's temperament, & will not be held responsible (liable) for future injuries or bites or damage caused by the adopted animal.

Completed  Needing Review NOTES: \_\_\_\_\_

**4: Open-ended discussion** (5 minutes)

The Counselor and applicant have an open-ended conversation about adoption. Examples questions:

- Why does the applicant want to adopt? Why now? Why did he/she pick this animal?
- What does the applicant hope to get from adoption? What are his/her biggest concerns?
- Are there family member against the idea of having this/any pet?
- Is the applicant ready to take responsibility for a pet for its entire life?
- How does the applicant plan to deal with behavioral issues? Would he/she consider training?

Completed  Needing Review NOTES: \_\_\_\_\_

## ADOPTION DECISION

### No concerns raised about adoption

Following the interview, if there were no concerns, the Counselor can approve the adoption.

- Sign the application, check "approved" box, and bring it to the Clerk to begin processing.
- The Counselor then returns to the adopter to start the pet ownership discussion.
- See the next steps in "Adoption Completion Process" below.

<input type="checkbox"/> Adoption approved by _____	NOTES: _____
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### Concerns raised about adoption

- If a Matchmaker, Clerk or Counselor are concerned about the adoption, Clerk, Supervisor, Shelter Manager, Assistant to the Director, or Director should be consulted (in that order).
- Volunteer or staff talks to applicant, and record issues and how they were resolved below.

<input type="checkbox"/> Adoption approved after review by _____	NOTES: _____ _____ _____ _____
<input type="checkbox"/> Adoption rejected after review by _____	
<input type="checkbox"/> Applicant adopts different animal	
<input type="checkbox"/> Applicant offered help with other pets	

## ADOPTION COMPLETION PROCESS (15 minutes, Clerk with Counselor & Medical staff)

When adoption is approved, Clerk will direct Counselor about working together to complete the process, depending on workload: If an applicant needs interviewing or the Counselor is talking to an adopter, the Clerk may complete the process. If the desk is busy, the Counselor may help with the tag, collar, photos, etc. In general, the process is:

### **Adoption Counselor:**

- Counselor's role includes preparing adopters for success with information and resources
- After an adoption is approved, the Counselor talks to the adopter about pet ownership issues (see back page) and focuses on the topics checked off by adopter on application
- Counselor will get/print tip sheets as needed. (Check <http://bit.ly/2yKUCY7> and care binder.)

### **Animal Care Clerk:**

- Processes the contract, microchip, Rabies tag and dog registration
- Places signed original adoption agreement, rabies tags and microchip forms in dog/cat folder
- Call adopters to the desk to get signatures on final paperwork and process payment

### **Medical Department:** (Clerk contacts Medical to talk to adopter)

- Provides final signoff on health of the animal
- Explains to adopter how the microchip works
- Review the pet's current health and treatments received at CACC
- Summarize spay/neuter recovery protocol and emphasize sutures are dissolvable, but pet needs to go to the vet within two weeks for recheck and to establish a health baseline

### **The Animal Care Clerk or Adoption Counselor:**

- Have adopter write down pet's name (if available) and phone number, and create an ID tag
- Help pick out a collar (and leash), and attach new tag to the collar
- Get the animal and bring him/her to the lobby or page staff or volunteer for assistance
- Take cat photos in adoption room and dog photos in auditorium/lobby - tell adopter may be used for media/marketing. Email to [caccadoptables@gmail.com](mailto:caccadoptables@gmail.com); post to @caccadoptablepets

Completed NOTES: \_\_\_\_\_

## **PET OWNERSHIP DISCUSSION** (10 minutes, Adoption Counselor—Clerk if no Counselor available)

### **BEHAVIOR TOPICS**

**Introducing:** Cats should be introduced slowly and put in separate rooms until he/she shows desire to leave room.

Each cat should have its own litter, and food and water bowls. Dogs should be introduced slowly in neutral territory like a park with parallel leash walking before going "nose to nose." Avoid uncontrolled introductions.

**Behavior/training:** PAWS, ACL & ACS have dog programs; ACS & Tree House have cat hotlines. CRISP also can help.

**Socializing pets:** Dogs should be walked daily and meet other dogs as much as possible, if not dog aggressive. If dog does not like other dogs, seek training help. Cats should meet people regularly. When meeting a cat, start with the "kitty handshake" slowly extend hand in a loose fist towards the cat's cheek. If the cat rubs the hand, the person should pet cat on the head. If the cat does not rub his cheek on the hand, the person should not him/her.

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**Find vet/trainer/walker/sitter:** If needed, provide suggestions or sites like Yelp. Mention low-cost vets/pantries.

**Cat scratching/declawing:** If the applicant mentions declawing a cat, provide alternatives; scratching posts, clipping nails, Soft Paws, etc. This surgery is an amputation that can have very negative effects.

**Single kitten syndrome:** Kittens are better-adjusted if they have a buddy (kitten, friendly dog/cat).

### **HOUSING TOPICS**

**Pets outdoors:** Dogs: It's against the law to allow dog off leash on the public way, except for in official dog friendly areas. If your animal is aggression, use a muzzle or head harness. Cats: Do not let cat outside: Trauma and disease are big risks. If outside, pets should be supervised: Dog: walks, parks, daycare, etc. Cats: enclosed "catio", stroller.

**Proper shelter:** If an animal is to spend time outside in cold weather (or in garage, unheated porch, etc.) a waterproof, insulated shelter is required, as well as access to food and water. We recommend an outdoor heating pad. If an animal spends time outdoors in hot weather, they need access to shade, food, and water at all times.

**Leaving pets alone:** Do not leave your animal alone for long periods of time, especially in cars or yards. Cars do not protect from cold or heat. Animals can be stolen or wander from yards, even if fenced. Puppies/kittens don't have instincts for danger and need supervision. Use safe room or crate if not home.

### **HEALTH & DIET TOPICS**

**Diet:** Ensure proper food and fresh water. Meal feeding is preferable. Recommend 50% of cat's diet be wet food.

**Other pets:** If there are un-altered pets at home, explain population/health issues, and offer help.

**Vet visits:** Provide preventive treatments: vaccinations, fleas/ticks and heartworm treatments, routine checkups. Several vaccinations are critical, especially if your pet encounters others. Have a plan for emergencies.

**Rabies:** It is the law that all pets over four months old have a current rabies vaccine.

**Grooming/nails:** Regular grooming and nail trimming are essential for the health/happiness of your pet.

**Cropping ears/Docking tail:** CACC does not approve of this practice.

### **OTHER ISSUES**

**Chicago cruelty laws:** Leaving animals unattended in a motor vehicle or other enclosures without proper air circulation; Keeping an animal with a painful disease or injury, unless it is under the care of a veterinarian; Abandoning an animal on any public way or in any place where it may suffer; Leaving unrestrained outside any female dog in season.

**Be a considerate pet owner:** It's against the law for pet to make continuous excessive noise. Work with a trainer.

**City dog registration:** In Chicago, all dogs over four months old must have a City license. See handout in packet.

**Lost pets:** Microchipping and collar with tags is critical in case your pet gets lost. Cats should wear safety collars.

**Disaster plan:** Have a plan for your pet in the event of a disaster (or if can't get home). Also have a plan for the full life of your pet. Consider pet when making big decisions. Ensure new home allows pets before agreeing to move.

**Crisis care:** CACC can refer people who are struggling to provide for their pets can refer to organizations that provide low-cost assistance and temporary foster care. Contact CACC or see <http://tinyurl.com/caccpetresources>.

**Returning/rehoming pets:** If adoption isn't working after training, etc., has been tried, owners must be very careful rehoming pet. Consult CACC or [tinyurl.com/caccpetresources](http://tinyurl.com/caccpetresources). CACC could connect them to rescues or bring pet back to the shelter.

**Pet Insurance (Health & Home):** We can't recommend a company, but we can encourage them to do some research and mention breed discrimination issues with blocky-headed dogs that are assumed to be "Pit Bulls".



## Thank you for choosing adoption!

Please complete the following questions to help guide our conversation today.

Animal's Name:	Animal ID#:
----------------	-------------

Your name(s): Mr./Ms. \_\_\_\_\_ Today's date: \_\_\_/\_\_\_/\_\_\_

Address: \_\_\_\_\_ City, State, ZIP: \_\_\_\_\_

Email address: \_\_\_\_\_

Cell phone: \_\_\_\_\_ Alternate Contact Name/Phone: \_\_\_\_\_

Have you ever visited CACC? \_\_\_\_\_ Have you ever adopted from CACC? \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Tell us why you are interested in adopting this pet: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Tell us about where you live:

Do you: Own  Rent  Your landlord's name/phone number: \_\_\_\_\_

We welcome adopters who rent, or live in an apartment or condo. We want to alert you that some landlords and management companies have size and breed restrictions, limits on number of pets, and/or require pet deposits or additional fees. Are you aware of any restrictions from your landlord? \_\_\_\_\_

### Tell us about members of the new pet's household (number of adults/children and their ages, etc.):

\_\_\_\_\_  
\_\_\_\_\_

### Tell us about your current pets:

	Sex	Breed	Pet's name	Date/reason for last vet visit:	Is pet current on vaccines?
Dog / Cat / Other	M / F				
Dog / Cat / Other	M / F				
Dog / Cat / Other	M / F				

Other information you want to share about your current pets and their medical history/care?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your veterinarian and/or animal hospital's name/phone number: \_\_\_\_\_

Tell us about other pets you have had during the past 5 years:

	Sex	Breed	Pets name	Where is the pet now?
Dog / Cat / Other	M / F			
Dog / Cat / Other	M / F			
Dog / Cat / Other	M / F			
Dog / Cat / Other	M / F			

**Tell us about your plans for your new pet:**

What will your new pet's daily routine be like? (Feeding, exercise, living areas, time alone, etc.)

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We will briefly review all appropriate topics from the following list and include additional tip sheets in your adoption packet, but please check off any particular areas of interest for additional discussion:

- |   |   |
|---|---|
| <input type="checkbox"/> Feeding your pet                   | <input type="checkbox"/> Types of leashes and collars                                 |
| <input type="checkbox"/> Pets and children                  | <input type="checkbox"/> Exercise, toys and fun activities                            |
| <input type="checkbox"/> Puppy/kitten-proofing your home    | <input type="checkbox"/> Finding a vet/trainer/dog walker/pet sitter                  |
| <input type="checkbox"/> Introducing this pet to other pets | <input type="checkbox"/> Grooming/nail trimming                                       |
| <input type="checkbox"/> Costs associated with owning pets  | <input type="checkbox"/> Cat scratching/declawing                                     |
| <input type="checkbox"/> Low cost vets and food pantries    | <input type="checkbox"/> House-training/litter box training                           |
| <input type="checkbox"/> City dog registration              | <input type="checkbox"/> Dog behavior/training (crate use, walking, barking, jumping) |
| <input type="checkbox"/> Cropping ears and/or docking tail  | <input type="checkbox"/> Spay/neuter and vaccinations for your other pets             |
| <input type="checkbox"/> Cats living/going outside          | <input type="checkbox"/> Veterinarian visits: When/how often                          |
| <input type="checkbox"/> Moving with pets                   | <input type="checkbox"/> Vaccinations   |
| <input type="checkbox"/> Microchips and other ID options    | <input type="checkbox"/> Taking care of recently spayed/neutered pets                 |
| <input type="checkbox"/> Lost pets                          | <input type="checkbox"/> Fleas/ticks and heartworm                                    |
| <input type="checkbox"/> Single kitten syndrome             | <input type="checkbox"/> Rabies requirements  |
| <input type="checkbox"/> Homeowners/rental insurance        |   |

Other questions or concerns: \_\_\_\_\_

---

I CERTIFY WITH MY SIGNATURE THAT THE INFORMATION I PROVIDED ON MY ADOPTION APPLICATION WAS TRUE AND CORRECT AND THAT ANY INACCURACIES WILL MAKE THIS CONTRACT INVALID. I UNDERSTAND THAT IF I MAKE A FALSE STATEMENT WITH REGARD TO MY APPLICATION, I SHALL BE IN VIOLATION OF THE CITY OF CHICAGO MUNICIPAL CODE §1-21-010 *et seq.* AND ANY OTHER APPLICABLE LAWS, AND MAY RECEIVE A PENALTY OF UP TO \$1,000.00, PLUS UP TO THREE TIMES THE AMOUNT OF DAMAGES WHICH THE CITY SUSTAINS BECAUSE OF MY VIOLATION OF THIS SECTION. I FURTHER AGREE THAT IF I MADE A FALSE STATEMENT ON MY APPLICATION, I WILL IMMEDIATELY SURRENDER THE ANIMAL BACK TO CACC FACILITY LOCATED AT 2741 SOUTH WESTERN AVENUE, CHICAGO, ILLINOIS AT CACC'S REQUEST.

Signature of applicant(s): \_\_\_\_\_ Today's date: \_\_\_\_\_

Check here if you would like to be included on our Friends of Chicago Animal Care and Control mailing list for newsletters, special events, and occasional coupons or other special offers from suppliers of pet products.

<b>FOR OFFICE USE ONLY</b>		Interviewed By: _____	
Client ID Number: _____	Form of ID: _____		
<input type="checkbox"/> Approved:	Date Approved: __/__/__	Date of Pick Up: __/__/__	
<input type="checkbox"/> Denied:	Reason for Denial: _____		



## ADOPTION EVENT WORKSHEET

Animal's Name:	Animal ID#:	Applicant's Name:	Counselor:	Date:
----------------	-------------	-------------------	------------	-------

Chicago Animal Care and Control (CACC) strives for an adoption process aimed at assessing whether potential adopters have the time, energy and resources to provide the dog or cat with life-long proper care in a loving home. This worksheet is used to track each application. Sections are checked off as "Completed" or, if issues of concern are raised, flagged as "Needing Review," with notes added. **At any point, if a concern is raised, the Animal Care Clerk (ACC), Matchmaker (MM), or Adoption Counselor (AC) can discuss with a supervisor whether or not to continue.**

### PROCESS SUMMARY

- The adopter meets animals of interest to him/her, with guidance from the Matchmaker
- If the applicant decides to adopt an animal, the matchmaker will accompany them to the desk
- The Matchmaker will fill in his/her section of this worksheet and pass it along to the Clerk
- The Clerk reviews the applicants ID and documents
- During this period of times, the applicant completes an application in the lobby waiting area
- Clerk turns paperwork over to Adoption Managers who assign applicant to Adoption Counselor
- After reviewing background, Counselor conducts interviews in Auditorium
- The application is approved by Adoption Counselor OR flagged for review by a supervisor
- If adoption is approved, the Runner takes paperwork to ACC.
- While waiting for the paperwork to be completed, the adopter works with Collar/Tag Team
- When the runner returns with the completed paperwork, the adopter meets with the Closer
- Runner works with Matchmakers to collect pet and bring to auditorium
- Adopter gets folder with completed paperwork (ADOPTER DOES NOT GET SCREENING GUIDE) and free goodies
- Photographer takes adoption pix and posts to social media; rings bell and writes name on board

### MATCHMAKER REVIEW (5 minutes; Matchmaker)

The adopter meets animals of interest to him/her, with guidance from the Matchmaker. If the applicant decides to adopt an animal, the Matchmaker notes specific concerns only below (interaction issues, experience, etc.).

Completed  Needing Review  NOTES: \_\_\_\_\_

### PRE-INTERVIEW DOCUMENT REVIEW (5 minutes; ACC)

The ACC gets ID. They sit in the Pre-Interview Waiting Area to fill out an app while they complete the following:

- Confirm adopter is at least 18 years old (and copy applicant's ID for records)
- Confirm he/she has a valid government-issued photo ID and mail/bill showing address
- Confirm that current pet vaccinations are up to date (may need to call vet)
- For renters, confirm from lease or landlord that pets are allowed (may need to call landlord)
- If all good, ACC brings ID and kennel card back to applicant, and directs applicant to bring these docs and application to the Counselor Manager (CM). ACC drops off worksheets with the CMs
- If not right fit, the ACC will speak directly to the applicant and explain the concerns and expectations
- When next AC available, CM gives the worksheet, cage card, and app to him/her

Completed  Needing Review  NOTES: \_\_\_\_\_

**ADOPTION INTERVIEW** (25 minutes; Adoption Counselor)

**App Review:** (5 minutes) The AC quickly reviews the application and the docs about the pet. When prepared, the AC calls the adopter to join him/her at their interview area in the auditorium to talk about the following four issues:

**1: About the pet** (5 minutes)

Share information about the animal's behavior/health, and note concerns below.

- If a kennel card recommends a certain type of adopter but the Counselor thinks the applicant is suitable even if he/she do not meet all criteria exactly, the Counselor can talk to a supervisor
- If card states the dog is "not available," discuss whether to proceed with a supervisor
- If records indicate medical issue of concern to applicant, ask Clerk to page Medical staff
- If the applicant asks if the pet is house trained, likes other dogs/cats, or gets along with children, explain we often have little information about the pet: The adopter will need to allow for a transition time. Also, how a pet behaves in a shelter can be very different from behavior in the home

Completed  Needing Review NOTES: \_\_\_\_\_

**2: Animal care experience** (5 minutes)

The Adoption Counselor should address the following questions and note concerns below:

- Are all family members living in the home here to meet the pet?
- If the applicant adopted from CACC before, thank them for returning and ask about that pet.
- Did the applicant lose other pets under circumstances of concern (relinquished, stolen, sold)?
- Does applicant have a vet? Are vaccinations up-to-date?
- Are there unspayed/unneutered pets at home? If yes, provide resource sheet.
- Where in the home will the pet be spending most time? Are there areas that will be off limits?
- How much time will the pet spend alone each day?
- How will adopter budget for the estimated \$1,000 annual cost of owning a pet?

Completed  Needing Review NOTES: \_\_\_\_\_

**3: The adoption agreement** (5 minutes)

The Counselor should review the following Adoption Agreement requirements with the adopter:

- The adopter must see a licensed veterinarian within 14 days of the adoption.
- City does not assume any veterinary charges in connection with the care and treatment of your animal.
- City makes no guarantees or representations about the animal's temperament, & will not be held responsible for future injuries or bites or damage caused by the adopted animal.

Completed  Needing Review NOTES: \_\_\_\_\_

**4: Open-ended discussion** (5 minutes)

The Counselor and applicant have an open-ended conversation about adoption. Examples questions:

- Why does the applicant want to adopt? Why now? Why did he/she pick this animal?
- What does the applicant hope to get from adoption? What are his/her biggest concerns?
- Are there family member against the idea of having this/any pet?
- Is the applicant ready to take responsibility for a pet for its entire life?
- How does the applicant plan to deal with behavioral issues? Would he/she consider training?

Completed  Needing Review NOTES: \_\_\_\_\_

## ADOPTION DECISION

### No concerns raised about adoption

Following the interview, if there were no concerns, the Counselor can approve the adoption.

- Sign the application, check "approved" box,
- Jot down pet's new name and adopter's phone number on two sticky notes.
- See the next steps in "Adoption Completion Process" below.

Adoption approved by \_\_\_\_\_

NOTES: \_\_\_\_\_

### Concerns raised about adoption

- If a Matchmaker, Clerk or Counselor are concerned about the adoption, a Clerk, Supervisor, Shelter Manager, Assistant to the Director, or Director should be consulted (in that order).
- Volunteer or staff talks to applicant, and record issues and how they were resolved below.

Adoption approved after review by \_\_\_\_\_

NOTES: \_\_\_\_\_

Adoption rejected after review by \_\_\_\_\_

Applicant adopts different animal

Applicant offered help with other pets

## ADOPTION COMPLETION PROCESS (15 min, Runner/ACC/Closer/Tag Team/Photo and Social Team)

Process paperwork; review final pet care topics and questions; fit collar; take photo; ring bell; post on social

### **Runner:**

- After Adoption Counselor approves adoption, takes application, worksheet, cage card, and new pet name & phone number to ACC; brings back completed agreements to Closer
- Collect dogs/cats for photos with help from Matchmakers

### **Animal Care Clerk:**

- Processes the contract, microchip, Rabies tag and dog registration
- Provides final signoff on health of the animal. (Calls medical if help needed)
- Places stapled paperwork for adopter in out box; also places in box CACC's paperwork for the Closer to use

### **Adoption Closer:**

- Call adopters to the station to get signatures on final paperwork once Runner delivers the paperwork
- Review the pet's current health and treatments received at CACC. Explains how the microchip works
- Summarize spay/neuter recovery protocol and emphasize sutures are dissolvable, but pet needs to go to the vet in two weeks to check incision site and establish a health baseline
- Talks to the adopter about pet ownership issues (see back page) and focuses on the topics checked off by adopter on application (refer to handouts in folder when available)
- Makes sure adopters fills out any additional paperwork associated with the event/sponsors
- Adopter is given a dog/cat folder with completed, stapled paperwork (unsigned copy of agreement, registration for dogs, microchip, rabies, copy of application) **ADOPTER NOT GIVEN SCREENING DOCUMENT**
- The Closer keeps CACC's paperwork in separate folder (signed agreement, copies of application, all screening worksheets, Bissell survey) to give to Events Manager at end of event

### **Tag Team:**

- Help pick out a collar (and leash for dogs), and attach new tag to the collar. Help with photos.

### **Photography/Social Media Team**

- Take cat photos in adoption room and dog photos in auditorium/lobby. Tell adopter may be used for media/marketing. Post on CACC FB page.
- Direct adopters to swag; write pet's name on board and ring the bell

## PET OWNERSHIP DISCUSSION (10 minutes, Closer—Clerk if no Closer available)

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### BEHAVIOR TOPICS

**Introducing:** Cats should be introduced slowly and put in separate rooms until he/she shows desire to leave room. Each cat should have its own litter, and food and water bowls. **Dogs** should be introduced slowly in neutral territory like a park with parallel leash walking before going “nose to nose.” Avoid uncontrolled introductions.

**Behavior/training:** PAWS, ACL & ACS have dog programs; ACS & Tree House have cat hotlines. CRISP also can help.

**Socializing pets:** **Dogs** should be walked daily and meet other dogs as much as possible, if not dog aggressive. If dog does not like other dogs, seek training help. **Cats** should meet people regularly. When meeting a cat, start with the “kitty handshake” slowly extend hand in a loose fist towards the cat’s cheek. If the cat rubs the hand, the person should pet cat on the head. If the cat does not rub his cheek on the hand, the person should not him/her.

**Pets and children:** It’s a parent’s responsibility to teach child and train pet on how to safely and properly interact.

**Exercise, toys and play:** **Dogs** need walks, interactive toys (puzzle feeders, Kongs, bones). **Cats** need at least two, 20+ minute play sessions daily, puzzle feeders/treat balls, activity centers, outside bird feeders and cat videos/CDs.

**Find vet/trainer/walker/sitter:** If needed, provide suggestions or Yelp. Mention low-cost vets/ pantries.

**Cat scratching/declawing:** If the applicant mentions declawing a cat, provide alternatives; scratching posts, clipping nails, Soft Paws, etc. This surgery is an amputation that can have very negative effects.

**Single kitten syndrome:** Kittens are better-adjusted if they have a buddy (kitten, friendly dog/cat).

### HOUSING TOPICS

**Pets outdoors:** **Dogs:** It’s against the law to allow dog off leash on the public way, except for in official dog friendly areas. If your animal is aggression, use a muzzle or head harness. **Cats:** Do not let cat outside: Trauma and disease are big risks. If outside, pets should be supervised: **Dog:** walks, parks, daycare, etc. **Cats:** enclosed “catio”, stroller.

**Proper shelter:** If an animal is to spend time outside in cold weather (or in garage, unheated porch, etc.) a waterproof, insulated shelter is required, as well as access to food and water. We recommend an outdoor heating pad. If an animal spends time outdoors in hot weather, they need access to shade, food, and water at all times.

**Leaving pets alone:** Do not leave your animal alone for long periods of time, especially in cars or yards. Cars do not protect from cold or heat. Animals can be stolen or wander from yards, even if fenced. **Puppies/kittens** don’t have instincts for danger and need supervision. Use safe room or crate if not home.

### HEALTH & DIET TOPICS

**Diet:** Ensure proper food and fresh water. Meal feeding is preferable. Recommend 50% of **cat’s** diet be wet food.

**Other pets:** If there are un-altered pets at home, explain population/health issues, and offer help.

**Vet visits:** Provide preventive treatments: vaccinations, fleas/ticks and heartworm treatments, routine checkups. Several vaccinations are critical, especially if your pet encounters others. Have a plan for emergencies.

**Rabies:** It is the law that all pets over four months old have a current rabies vaccine.

**Grooming/nails:** Regular grooming and nail trimming are essential for the health/happiness of your pet.

**Cropping ears/Docking tail:** CACC does not approve of this practice.

### OTHER ISSUES

**Chicago cruelty laws:** Leaving animals unattended in a motor vehicle or other enclosures without proper air circulation; Keeping an animal with a painful disease or injury, unless it is under the care of a veterinarian; Abandoning an animal on any public way or in any place where it may suffer; Leaving unrestrained outside any female dog in season.

**Be a considerate pet owner:** It’s against the law for pet to make continuous excessive noise. Work with a trainer.

**City dog registration:** In Chicago, all dogs over four months old must have a City license. See handout in packet.

**Lost pets:** Microchipping and collar with tags is critical in case your pet gets lost. **Cats** should wear safety collars.

**Disaster plan:** Have a plan for your pet in the event of a disaster (or if can’t get home). Also have a plan for the full life of your pet. Consider pet when making big decisions. Ensure new home allows pets before agreeing to move.

**Crisis care:** CACC can refer people who are struggling to provide for their pets can refer to organizations that provide low-cost assistance and temporary foster care. Contact CACC or see <http://tinyurl.com/caccpetresources>.



COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-04

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Lopez asked for CACC's average response time to FOIA requests.

CACC does not have a tracking system for FOIA responses. FOIA requires the public body to respond within 5 business days, and 10 business days when an extension is requested. CACC responds to FOIA requests within the time frame in accordance with FOIA.

As always, please let me know if you have any further questions.



COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-05

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Lopez asked for CACC to provide an explanation of how the department is addressing overtime.

CACC works very closely with the Office of Budget & Management on overtime for the department. Overtime is the exception, not the rule. As a matter of fiscal policy, overtime is kept to an absolute minimum and only authorized for critical time-sensitive work. To the extent possible, work should be completed on straight time during an employee's regular shift. All overtime is approved in advance by the Division Manager and reviewed by the Deputy Director of the Department.

Earlier this year, CACC developed an overtime management policy in accordance with the City of Chicago Overtime Management Policy. This new policy contains an updated procedure for employees obtaining overtime approval and new methods for management to review instances of accrued overtime. The new overtime management policy should help to reduce instances of non-critical overtime without eliminating necessary City services.

As always, please let me know if you have any further questions.



COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-06

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Lopez asked for CACC to provide the contract agreement for the new Department of Family and Support Services (DFSS) partnership.

Attached is the Memorandum of Understanding between CACC and DFSS.

As always, please let me know if you have any further questions.

**MEMORANDUM OF UNDERSTANDING  
BETWEEN THE CITY OF CHICAGO'S DEPARTMENT OF FAMILY AND SUPPORT  
SERVICES AND DEPARTMENT OF ANIMAL CARE AND CONTROL**

**1. PURPOSE**

This Memorandum of Understanding (MOU) is between the Department of Family and Support Services (DFSS) and the Department of Animal Care and Control, also known as Chicago Animal Care and Control (CACC), hereinafter collectively referred to as the "the parties." This MOU memorializes the parties' understanding of the implementation of the Reentry Kennel Cleaning Program as described below.

**2. BACKGROUND INFORMATION**

The DFSS works with community-based organizations that provide direct services, such as job training, employment assistance and supportive services to Chicago's residents with barriers to employment. The DFSS has implemented a Transitional Jobs Program that offers temporary work assignments to Chicago's residents. CACC is the City's open admission animal control and sheltering facility, serving more than 15,000 animals annually; during the summer months, the dog population can reach 300 CACC is always in need of supplemental cleaning power for the health and well-being of the animal population.

In partnership with DFSS and using the Transitional Jobs model, CACC's "Reentry Kennel Cleaning Program" offers temporary work assignments to non-violent former offenders. Participants living in Chicago are eligible for these assignments. These assignments will provide deep cleaning services at CACC for the seven dog pavilions and augment CACC's ability to provide a clean and healthy environment for the animals, while providing participants with valuable job skills. Additional opportunities for the program include participation in CACC partner Safe Humane Chicago's dog enrichment training program during their break time.

**3. ROLES AND RESPONSIBILITIES**

Department of Family and Support Services will:

- Contract with a delegate agency to provide the required services for the Transitional Jobs - Reentry Kennel Cleaning Program, as described above through PO # 44146
- Ensure that the delegate agency screens and selects a qualified workforce of non-violent former offenders for the cleaning assignments.
- Provide contract and programmatic monitoring responsibilities.

The Delegate Agency will:

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- Provide a supervisor to supervise the work of the participants and ensure attendance.
- Compensate participants for their work.
- Work in tandem with CACC to formulate all logistics for the program.
- Ensure participants wear appropriate clothing for cleaning the kennels.
- Perform reasonable program management tasks to ensure successful implementation and functioning of the program including, but not limited to assuring services are provided in accordance with CACC sanitation standards, conducting site visits to the facility five times per week and detailing weekly tasks to participants.

Department of Animal Care and Control will:

- Ensure all participants are trained on safe and proper cleaning and dog handling procedures.
- Ensure that work by participants is performed in conjunction with proper protocols.
- Ensure participants work harmoniously with CACC staff.
- Perform any other tasks to ensure successful implementation and functioning of the program.
- Partner with Safe Humane Chicago to allow participants to participate in the Lifetime Bonds Re-entry program. Participants will train with a Safe Humane Chicago trainer in groups of five to six people and receive training on:
  - a. How to socialize and train shelter dogs using only positive, reward-based reinforcement with special emphasis on maintaining the dog's basic physical and emotional health;
  - b. Learning and practicing communication skills by interpreting dogs' body language and responding appropriately and compassionately; and
  - c. Introduction to animal-related employment opportunities which exist within the animal welfare and pet industries.
- The Lifetime Bonds Re-entry program will last 8-12 weeks and will culminate in a ceremony in which the participating detainees will demonstrate their skills and receive a certificate of completion from Safe Humane Chicago. The training will take place twice a week for duration of one hour. Participants who complete the dog enrichment certificate training program will be eligible to receive a paid program incentive.

#### **4. ALLOCATION OF FUNDS**

CACC will provide DFSS with \$186,649 in Corporate funds for the program (funding strip 017-0100-073-2005-0120-220140). This amount will be encumbered into a delegate agency agreement to meet the program goals.

**5. TERM**

The term for the MOU begins on August 1, 2017 and terminates on December 31, 2017.

**6. AMENDMENT/TERMINATION**

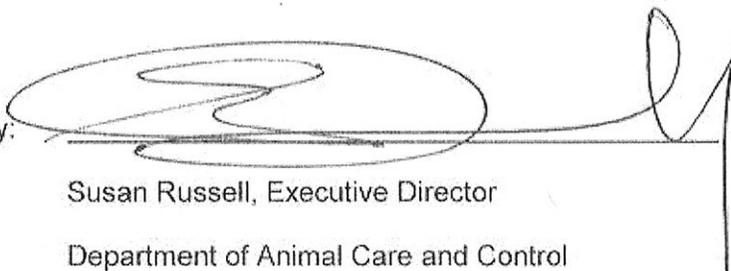
This MOU may be modified or amended with the consent of both parties at any time during its term. Amendments to the MOU shall be in writing and signed by the parties. Either party may terminate this MOU at any time with sixty (60) days written notice.

**7. NO PERSONAL LIABILITY**

No officer, member, official, employee or agent of the City of Chicago or DFSS shall be individually liable or personally liable in connection with this MOU.

The foregoing represents the understandings reached between the Department of Family and Support Services and the Department of Animal Care and Control.

By:  \_\_\_\_\_  
Lisa Morrison Butler, Commissioner  
Department of Family and Support Services

By:  \_\_\_\_\_  
Susan Russell, Executive Director  
Department of Animal Care and Control



COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-07

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Cappleman requested that CACC provide an overall budget comparison to other cities.

Below is a chart showing an overall annual budget comparison between certain cities:

<b>Animal Care and Control Budgets Across Cities</b>	
<b>City</b>	<b>Annual Budget</b>
<b>Chicago (2017)</b>	\$6,340,736
<b>Los Angeles (FY 17)</b>	\$23,982,367
<b>NYC (2015)*</b>	\$16,502,817
<b>San Antonio (FY 17)</b>	\$13,936,260
<b>Houston (FY 17)</b>	\$13,805,780
<b>Philadelphia (2014)*</b>	\$4,386,750
<b>*Non-Profit Primarily Funded Through City</b>	

As always, please let me know if you have any further questions.



COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-08

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Cappleman asked CACC to provide pit bull facts.

CACC's position regarding the term "pit bull" is to describe dogs that are medium to large in stature, have muscular bodies, short hair, blocky heads and great smiles. The term, which does not describe any particular breed of dog, is overly misused to the detriment of the majority of dogs housed at the City shelter, which are mostly mixed-breed dogs. CACC uses the term "bully breed" as a general umbrella term for mixed-breed dogs that might contain a mix of recognized bully breeds, *i.e.*, the American Pit Bull Terrier, the American Staffordshire Terrier, the American Bulldog, the Staffordshire Bull Terrier, the Bull Terrier, English Bulldog, mastiffs, etc. That being said, CACC recognizes that all visual breed guesses are notoriously inaccurate, and that the term "pit bull" unfortunately causes unfair discrimination against animals labeled as such. Dogs are judged before they step out of the kennel, and many remain in the kennel for long periods of time just because of the way they look. CACC has removed breed guesses from kennel cards and is encouraging Chicago to treat all dogs as individuals. See Tails article, "Love Sees No Breed" (copy provided). The Animal Farm Foundation and the National Canine Research Council have deeply researched the issues surrounding dogs labeled "pit bulls" and have advocated for abolishing the term altogether. See the Animal Farm Foundation's #Itsbullawareness campaign. CACC agrees with this position because we see the consequences of animals that remain in the shelter for extended periods of time.

The following are excellent resources regarding dogs labeled “pit bulls”:

“The Relevance of Breed in Selecting a Companion Dog,” by Janice Bradley (copy provided)

“The Pit Bull Placebo: The Media, Myths and Politics of Canine Aggression,” by Karen Delise (pdf available online)

“Pit Bull”, a book by Bronwyn Dicke

“All Dogs are Individuals,” Animal Farm Foundation (pamphlet provided)

As always, please let me know if you have any further questions.

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your pet's bowl?

## LOVE SEES NO BREED

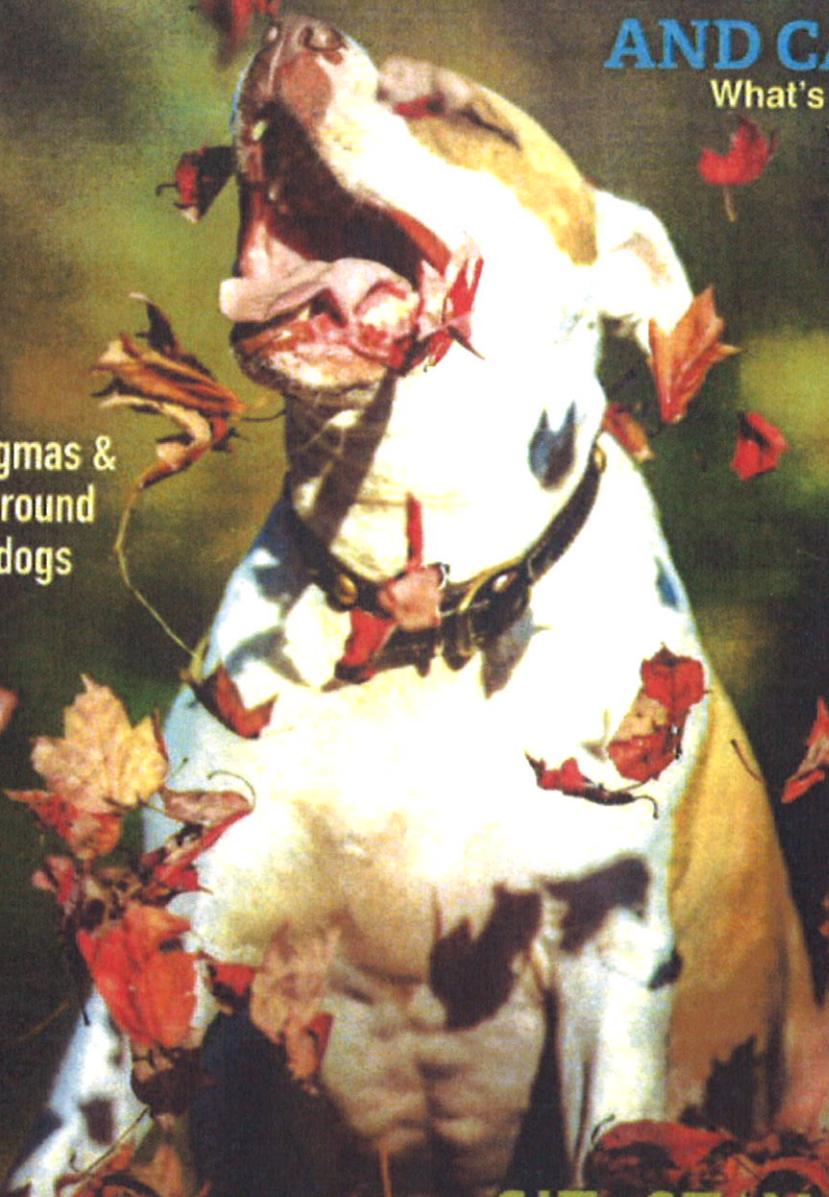
Removing stigmas &  
stereotypes around  
Pit Bull-type dogs

Talking  
pets with  
actor and  
producer  
John Hill

## THE 50 NICEST THINGS YOU CAN DO FOR YOUR PET

## SIT, STAY, WORK

A GUIDE TO SERVICE ANIMALS



# CHICAGO'S DOGS

By Laura Drucker

Seeing Pit Bull-type dogs as the unique individuals they are.

At Chicago Animal Care and Control (CACC), executive director Susan Russell doesn't believe in labeling dogs by their breed. Instead, she calls all the canines in CACC's care "Chicago dogs," a term she hopes removes stigmas around the specific animals and reminds people that all dogs are individuals, regardless of their DNA.

As it goes, however, most of the dogs who end up at CACC share similar physical characteristics that designate them with another label. They've got those medium-sized, muscular bodies, blocky heads, and big smiles that tend to get a dog labeled as a Pit Bull.

What exactly does it mean to be a Pit Bull? As Russell explains, it's a term with a whole lot of meaning... and no meaning at all.

"Look where you will, there's no breed called a 'Pit Bull,'" Russell explains. "Rather, there are multiple breeds with these physical characteristics, including, but certainly not limited to, American Pit Bull Terriers, American Staffordshire Terriers, Staffordshire Bull Terriers, Bull Terriers, American Bull Dogs, and English Bull Dogs, to name but a few."

The majority of the dogs at CACC have "Pit Bull" characteristics, Russell notes, and as a result, they're quickly affixed with the title. But with that designation comes the perception of what a Pit Bull is, and that, unfortunately, is not always positive.

A study out of Arizona State University found that people consider dogs labeled as Pit Bulls to be more aggressive, less approachable, less friendly, less trainable, less intelligent, and less adoptable than breeds like Labrador Retrievers or Border Collies. These unfair, unwarranted prejudices are not backed by actual facts or statistics and have real consequences for the dogs to whom this label affixes. Every year, 1.2 million dogs are euthanized due to space limitations in open-admission shelters. Of this number, 40 percent—nearly half a million dogs—are labeled as Pit Bulls.

"Science tells us that looks do not equal behavior," Russell says. "Science also tells us that visual breed identification is notoriously inaccurate. We want all our local dogs to be embraced by Chicago residents not for how they look, but rather for who they are."

So what does life look like for a Pit Bull-type dog in the shelter system? And more importantly, how can we do better by them?

## SETTING THE RECORD STRAIGHT

First, the facts.

There's a saying in the rescue community that there's no such thing as a bad dog, only a bad caregiver. Like humans, a dog's personality and behavior are a result of both nature and nurture. A Pit Bull-type dog may be born strong and loyal, but that doesn't equal aggression and violence. Rather, their strength and loyalty are often exploited for evil gains.

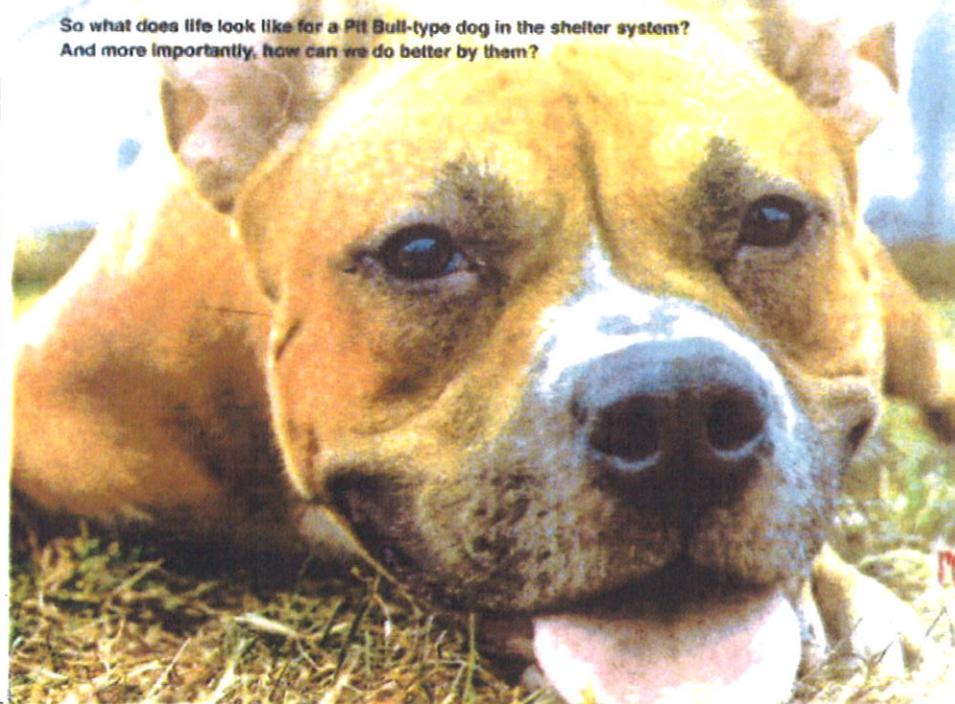
"The most common misperception is that dogs with these physical characteristics are to be feared," Russell says. This misguided notion has led to harm and heartbreak for thousands of dogs and humans across the country whose cities have enacted bans on Pit Bull-type dogs.

A major problem fueling Pit Bull prejudice is media perception. Because Pit Bull-type dogs are so difficult to properly identify (the "bully breed" category being composed of more than 40 different types of individual breeds), they often get lumped together under this umbrella term. Time and time again, if a bully breed dog harms a person, news stories refer to the dog as a Pit Bull. When another breed of dog harms a person, there's often no breed specification mentioned, at least not called out in bold headlines.

This unbalanced media approach means that people incorrectly conceive of Pit Bull-type dogs as being more harmful than other types of dogs. This has led to breed-specific legislation, where citizens of municipalities are banned from living with Pit Bull-type dogs, or where there are stricter legislative consequences for Pit Bull-type dogs who do get in trouble.

But the problem isn't the dogs—it's the people. Aggressive dogs, regardless of breed, have typically experienced trauma in their lifetimes. Whether it's neglect, abuse, or outright training to be violent, these are animals whose lives have been shaped negatively by humans, and who most likely would have made wonderful pets if raised in different, kinder circumstances. Breed-specific legislation is ineffective because it places the blame on the entirely wrong end of the leash.

"We want all our local dogs to be embraced by Chicago residents not for how they look, but rather for who they are."



## REMOVING STIGMAS

When it comes to the rescue world, Pit Bull-type dogs face unique challenges. "They [are] the most passed-up dogs in the shelter," Russell says. The reasons are personal (judgments based on looks, not on character) as well as institutional (leases that designate dogs of a certain weight, or directly restrict Pit Bull-type dogs).

Russell estimates that about 70% of the dogs that enter CACC—either as strays, surrenders, or those who are confiscated due to abuse or neglect—have the Pit Bull label. And it can be challenging to get these dogs pulled into limited-admission rescues.

"Rescues have the same sticky dog problem we do," Russell says. "Shelters transfer these dogs, and then the dogs stay in their rescues for long periods of time. Even dogs who exhibit wonderful behaviors and get along with everything and everybody. If they have these physical characteristics, they can be difficult to get adopted."

However, many of Chicago's rescue organizations remain committed to helping Pit Bull-type dogs, regardless of the length of time it takes to place them in good homes. Some local rescues devote themselves entirely to bully breeds, using all of their resources on caring for and adopting out dogs with the Pit Bull label.

Fortunately for Pit Bull-type dogs, they do have millions of fans all over the country. Few groups of dog lovers are as energized and devoted as those who preach the truth about these dogs. Changing the narrative around Pit Bull-type dogs is a huge undertaking, but one that many people have taken on—one dog at a time. At the Bickell Foundation, Pit Bull-type dogs who have experienced trauma go into schools to help teach children about bullying. Safe Humane Chicago brings them into juvenile facilities to show at-risk youth that a hard beginning in life doesn't have to define who you are forever. Across the city, organizations are doing everything they can to teach the world that not only are Pit Bull-type dogs just as sweet and loving as other dogs, but those who have experienced harm can almost always learn to trust again.

The work is challenging, but locally, the tides continue to turn. Russell notes that fewer Pit Bull-type dogs were euthanized last year at the city's shelter than any other year prior. Neighborhoods where Golden Retrievers and Cocker Spaniels have long reigned supreme are starting to see significantly more happy, smiling, Pit Bull-type dogs walking nicely with their caregivers.

Russell has it right. Dogs labeled as Pit Bulls are just one of our many types of "Chicago dogs," and the large majority of our city's homeless animals are capable of making wonderful family pets. Hopefully this notion spreads outside of our city's limits, and Pit Bull-type dogs everywhere will be recognized for who they are—dogs as worthy of love as anyone else. **#**

Tailspin.com Chicago's Daily E-Update November 2017

## MYTH VS. FACT

### Erasing the Stigma Starts with Knowing the Truth

Pit Bull-type dogs face a barrage of prejudices, most of them based on misinformation that falls apart under any sort of scrutiny. In order to change the narrative around these dogs, we must begin by separating fact from fiction.

**Myth:** Pit Bull-type dogs are the most aggressive dogs.

**Fact:** Like all other dogs, Pit Bull-type dogs have a range of personality traits across the spectrum. They are no more likely to be mean or aggressive than any other breed. In fact, in temperament testing performed by the American Temperament Test Society, American Pit Bull Terriers had a passing rate of just over 87% and American Staffordshire Terriers had a passing rate of just over 85%. These passing rates surpassed those of many other common breeds, including Australian Shepherds (82.3%), Basenjis (68.8%), and Chihuahuas (69.6%).

**Myth:** Pit Bull-type dogs have locking jaws.

**Fact:** The jaw of a Pit Bull-type dog is not anatomically different than those of other dogs. Nor do they have any sort of unique enzymes or abilities that allow them to lock their jaws. As Dr. Lehr Brisbin of the University of Georgia told the American Pit Bull Foundation: "The few studies which have been conducted on the structure of the skulls, mandibles, and teeth of 'Pit Bulls' show that, in proportion to their size, their jaw structure and thus its inferred functional morphology is no different than that of any breed of dog." The lock-jaw stereotype was created and perpetuated by anti-Pit Bull-type dog groups and the media.

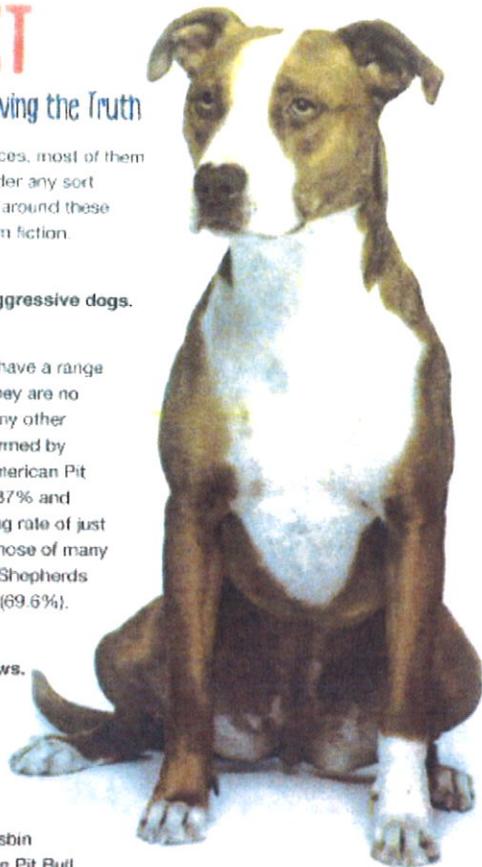
**Myth:** It's unsafe to get a Pit Bull-type dog from a shelter because you don't know his or her background.

**Fact:** By this logic, it would be unsafe to get any dog from a shelter, and we know this isn't at all true. Every single responsible and reputable shelter puts their dogs through temperament testing prior to making them available for adoption. Dogs of all breeds are evaluated for aggression, undesirable behaviors and/or habits, as well as their interactions with humans and other dogs. History shows that even those Pit Bull-type dogs who have come from traumatic backgrounds can often be rehabilitated with plenty of love and care.

**Myth:** Pit Bull-type dogs who exhibit dog aggression are also aggressive toward humans.

**Fact:** Many of us have had a dog who didn't care for other dogs (or cats) but was fine around humans. The same is true for Pit Bull-type dogs. Dog aggression and people aggression are two very separate, unique behaviors, and should not be incorrectly correlated with one another.

Removing stereotypes around Pit Bull-type dogs starts with recognizing them as individuals, each with their own traits and personalities. Millions of pet lovers already know this to be true, which is why Pit Bull-type dogs are fabulous members of so many families. The more we can dispel prejudice against these dogs, the more we can relieve and ultimately eliminate the burdens they face.



# ALL DOGS ARE INDIVIDUALS



GET TO KNOW EACH DOG IN FRONT OF YOU!

#### CITATIONS:

- The Dog and Its Genome by Peter D. Pevzner
- Genetics and the Social Behavior of the Dog by Sarah and Fuller
- National Geographic: <http://dog.nationalgeographic.com/2013/02/12/all-dogs-are-unique/>
- Kistner, J. Myers, Ph.D. <http://www.fox.com/2013/03/03/>
- Jane Nellis: The Importance of Breed in Selecting a Companion Dog <http://www.fox.com/2013/03/03/>
- Dr. Victoria York: <http://www.fox.com/2013/03/03/>



ANIMALFARMFOUNDATION.ORG

#### ABSTRACTS:

- Biology article title: <http://www.ncbi.nlm.nih.gov/pubmed/23013473>
- Magazine article: <http://www.kirkus.com/abstract/20130495>
- Book deal announcement: <http://www.fox.com/2013/03/03/>
- Critical social development: <http://www.fox.com/2013/03/03/>
- Case of the week: <http://www.fox.com/2013/03/03/>

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## MEET THE CANINE GENOME

The dog genome consists of approximately **20,000** genes

Variation across **50** genes determines breed defining physical traits

Variation in very few genes determines a dog's head shape. In **BRACHYCEPHALIC** dogs, it's just **1** gene



This means that **LESS THAN 1%** of a dog's genes determine **PHYSICAL APPEARANCE**



When we look at a dog and see breed, we are seeing **ONLY ROUGHLY 50** of their nearly **20,000 GENES** **0.25%**

That is **0.25%** of a dog's **ENTIRE GENOME.**

The set of **50** genes associated with physical appearance is **DIFFERENT** from the set of thousands of genes responsible for *brain development* and *function*.

LOOKS  
**DON'T**  
EQUAL  
BEHAVIOR



## How are *PURE BREED* and *MIXED BREED* dogs different?

Pure breed dogs come from a **CLOSED** gene pool.

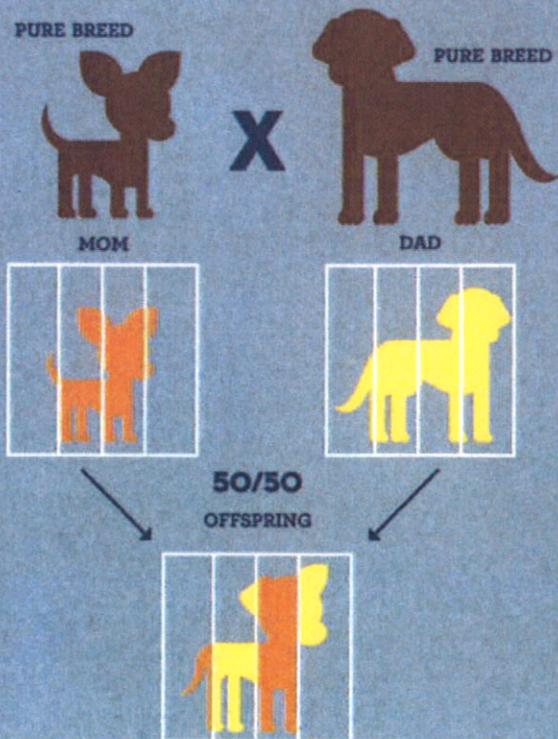


Mixed breed dogs come from a **VARIED** gene pool.

Once a dog is **LESS THAN 100%** of a single breed, they have genetic variations that make them **DISTINCT** from that breed.

A MIXED BREED DOG IS **NO BREED AT ALL!**

## MEET THE PARENTS



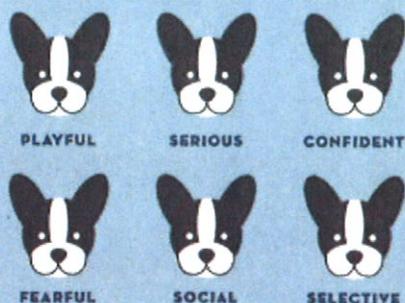
We can't accurately predict the behavior of **MIXED BREED DOGS** by comparing them to **PURE BREED DOGS**, even if the pure breed dog is a parent.

*The offspring of 2 different pure breed dogs isn't a member of either parent's breed.*

**IT IS MISSING 50%** of each parental breed's DNA, and we don't know *which 50%!*

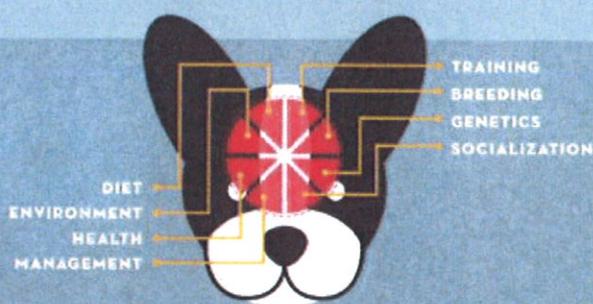
## PURE BREED DOGS ARE NOT CLONES

Unlike human identical twins, pure breed dogs have different DNA



Dogs may look alike, but only **0.25%** of their genome determines their breed defining physical traits. *The rest can vary.*

The behavior of ALL dogs is influenced by many factors. That is why breed traits are POSSIBLE but **NOT** GUARANTEED.



### *What about DNA tests?*

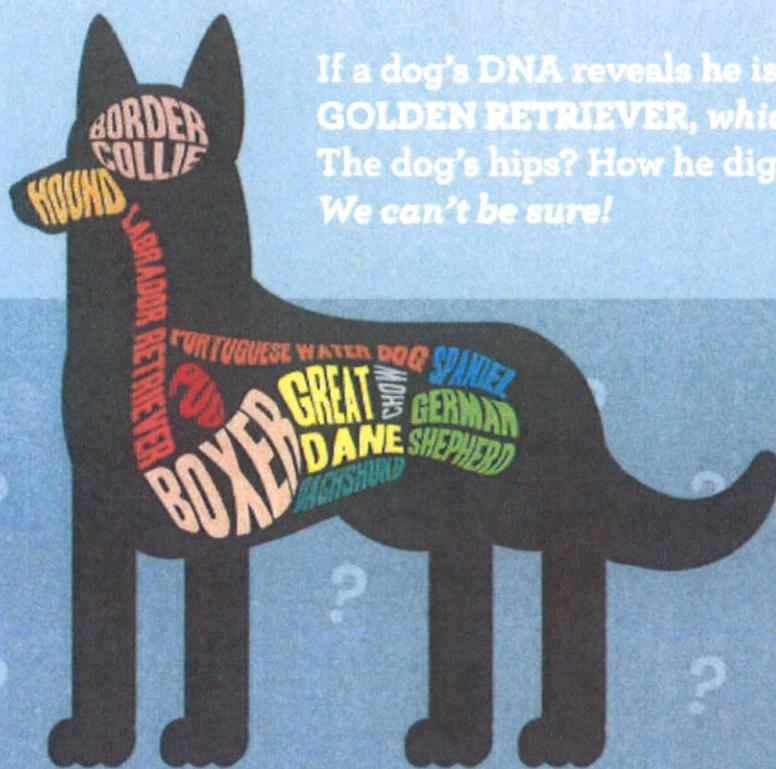
DNA tests help identify a dog's ancestors. Knowing a dog's breed mix will not help us determine behavior because:

**1.** *the BEHAVIOR of ALL dogs (pure breed or mixed) is always influenced by a variety of outside factors.*

**2.** *ONCE A DOG IS A mixed breed dog, they are not a member of any breed. Each mixed breed dog, even those from the same litter, will have a unique genome.*

**3.** *EVEN IF WE KNOW the breeds present in a mixed breed dog's DNA, we do not know which parts of the dog are influenced by those breeds.*

**FOR EXAMPLE**

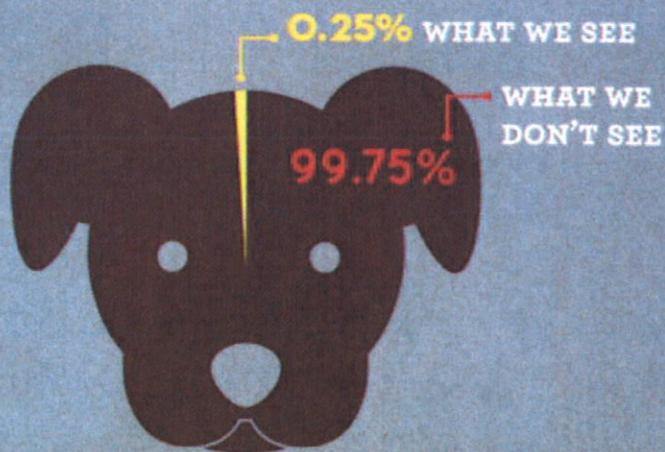


If a dog's DNA reveals he is **12.5%** GOLDEN RETRIEVER, which 12.5% is it? The dog's hips? How he digests food? We can't be sure!



## YOU CAN'T JUDGE A BOOK *by its cover*

Visual identification of mixed breed dogs is highly inaccurate.



*We cannot accurately predict future behavior based on how a dog looks on the outside, their breed, or their DNA results.*



THE SHELTER SOFTWARE SYSTEM REQUIRES THAT WE CHOOSE A PREDOMINANT BREED OR BREED MIX FOR OUR DOGS. VISUAL BREED IDENTIFICATION IN DOGS IS UNRELIABLE SO FOR MOST OF OUR DOGS WE ARE ONLY GUESSING AT PREDOMINANT BREED OR BREED MIX. WE ENCOURAGE YOU TO SELECT YOUR NEW COMPANION BY CONSIDERING EACH DOG'S INDIVIDUAL PERSONALITY AND PET QUALITIES INSTEAD OF RELYING ON A BREED LABEL THAT IS ONLY A GUESS.

*Dogs are*  
**INDIVIDUALS**



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COMMISSION ON ANIMAL CARE AND CONTROL  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Susan Russell  
Executive Director  
Chicago Animal Care and Control

**CC:** Deanne Millison  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** **October 31, 2017**

**Re:** Request for Information from Annual Appropriation Committee Hearing

**ID#:** 73-09

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The attached information is in response to questions posed at our department's hearing on October 27, 2017 to discuss the proposed 2018 budget.

Alderman Cappleman asked for CACC to provide information on feral cat programs.

In 2007, Cook County's "Managed Care of Feral Cats Ordinance" passed, and trap, spay/neuter, return (TNR) programs went into the mainstream in Chicago, enabling feral and unadoptable cats to do what they tend to do very well: repel, hunt and catch rodents. Although the City shelter does not directly manage any of these feral or working cat programs (Treehouse Humane Society manages hundreds of colonies on the North Side, and PAWS Chicago manages hundreds of colonies on the South Side, and there are other organizations managing in other areas), CACC works with these partners to transfer feral and unfriendly cats to these programs.

Please see articles provided, as well as the book "Community Cats: A Journey into the World of Feral Cats," by Anne Beall, which details the history and benefits of Chicago's feral cat and working cat programs, and provides valuable fact-based benefits analysis of these program.

CACC's live release rate for cats is roughly 89-90 percent; this can be attributed in part to the implementation of responsibly managed colonies.

As always, please let me know if you have any further questions.

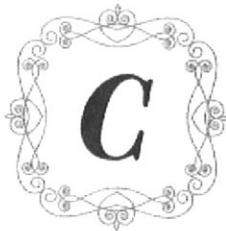
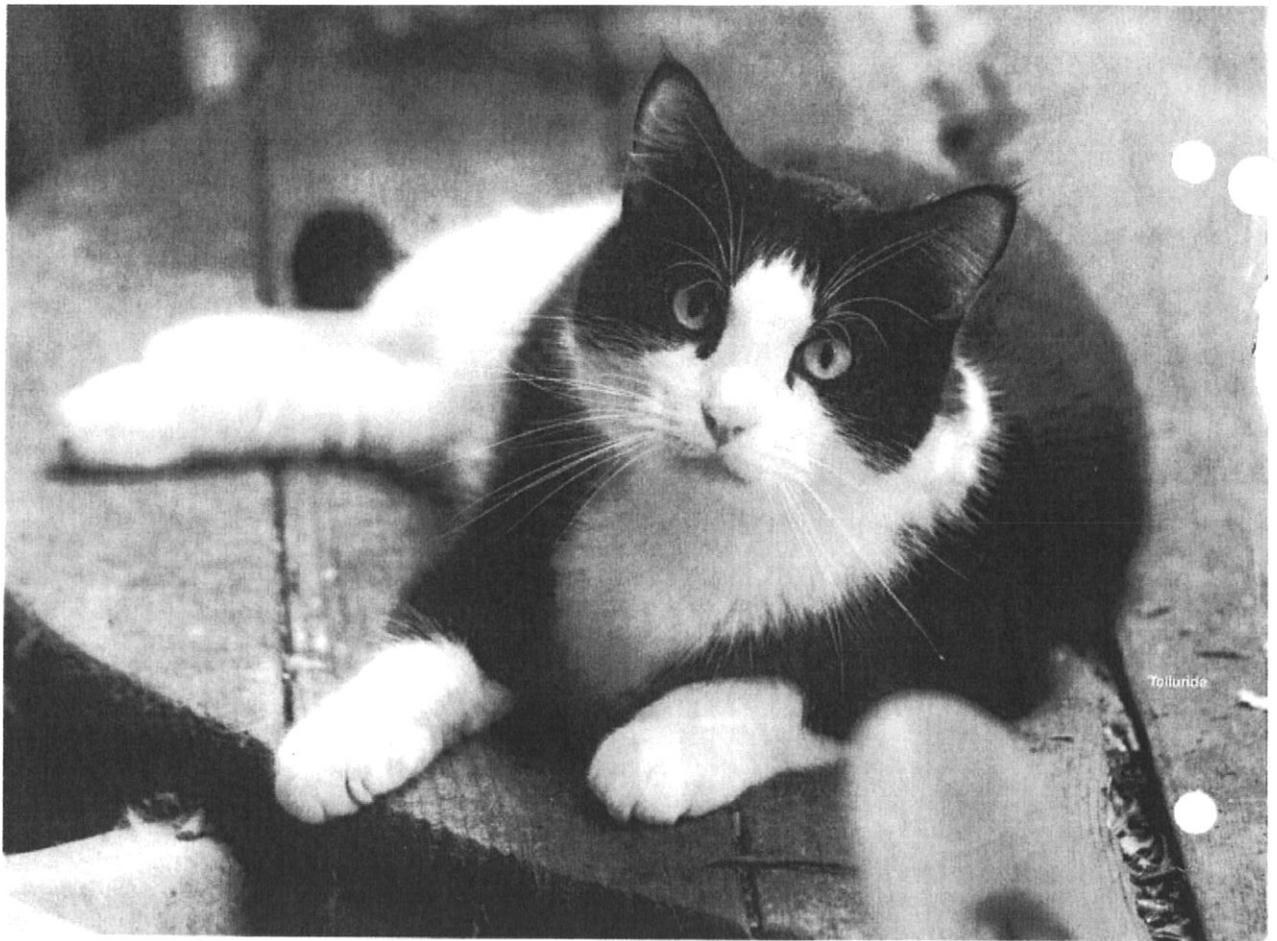


*the*  
COMMUNITY  
**CATS**  
*club*



**BANDING  
TOGETHER  
TO CARE FOR  
THE NATION'S  
FREE-ROAMING  
FELINES**

BY LAURA MOSS



aring for the nation's free-roaming cats requires the compassion and commitment of entire communities. And, as is often the case, it can be the pivotal efforts of one hardworking individual that brings those communities together.

In 1986, Ledy VanKavage and her husband, Cliff Froehlich, bought a house on three acres outside of Collinsville, Illinois. It wasn't long before they

learned that they weren't the only ones who called the property home. "One day, I was sitting outside reading, when all of a sudden a mama cat and three kittens came out of the woods and started eating the cat food off our porch," says Ledy, a senior legislative attorney for Best Friends. "They were there before we were, and it was their land, too. So I got a humane trap, and Cliff and I started trapping them."

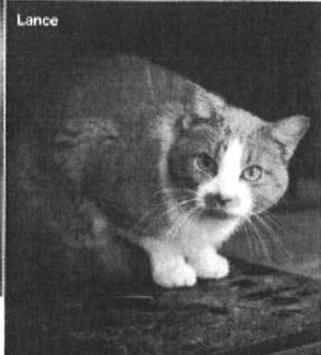
Although trap-neuter-return (TNR, the practice of humanely trapping free-roaming cats, sterilizing and vaccinating them, and returning them to the place where they were found) dates back to the 1950s in England, it didn't take hold in the U.S. until the 1990s. So, when Ledy and Cliff first started trapping cats for this purpose, there

was no instruction manual to guide their efforts. "It was before TNR was fashionable and there weren't a lot of resources," she says. "No one knew really how to do it."

Ledy says she and Cliff learned about TNR mostly through hands-on experience; they sterilized 60 cats in the first two years alone, and she has the stories to prove it. She caught her first kitten by the scruff of the neck not long after discovering the litter, and as she hurried toward the house, a male cat made a beeline for her and actually attacked her legs. If the couple thought they would be able to engage in assisting these cats without incident, they were swiftly corrected.

Cliff trapped a black cat they later named Squeaks, and put her in the bathroom until he could take her to the vet. When he went to get the cat, however, she was gone and the heating vent had been popped open. Squeaks was somewhere in the house's maze of ductwork. Eventually, Cliff tracked her down, but the couple was still learning the ins and outs of TNR.

"We tamed the kittens easily," Ledy says. "We thought Squeaks would be easy, too, so we let her out in the house — and it was three years before I could even touch her. Now I know better. You sterilize them and you put them back out. If they want to hang around, it's their choice. We learned a lot the hard way, but people today have



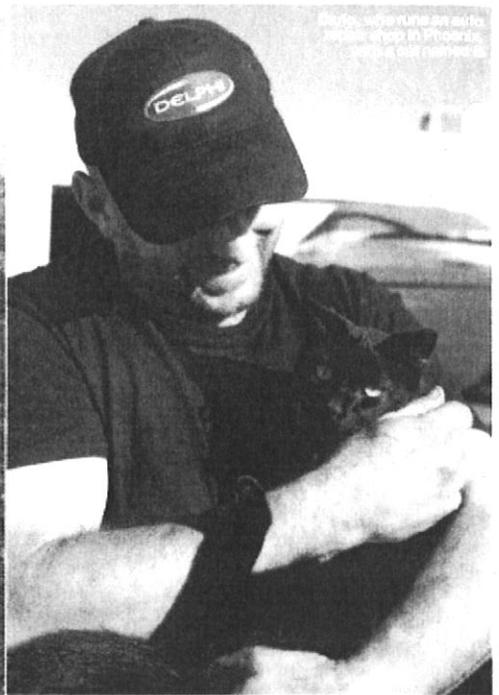
*When Ledy and Cliff first started trapping cats, there was no instruction manual to guide their efforts.*

These are some of the community cats who live on Ledy and Cliff's property. Below, Ledy and Cliff feed Minkler.





Peter feeds some community cats.



resources. They can learn how to do TNR without making the mistakes we did."

In addition to the extensive TNR information that's widely available today, there are organizations that offer advice, assistance and resources to help people care for community cats. As TNR has caught on nationwide, networks of kitty caregivers and volunteers have sprung up, creating a community of their own.

#### Seven out of ten Americans agree

"It really does take a village," says Peter Wolf, Best Friends' cat initiatives analyst. "It often starts with one person talking to neighbors about the cats, trapping the cats, feeding the cats." When enough individuals come together, a system of care is put in place that wouldn't otherwise exist.

Peter first learned about TNR while volunteering with Best Friends in 2007, and soon he was one of those individuals himself. He says, "I'd known about stray cats, of course; more than one had followed me home when I was a boy. But this was the first time I'd gotten a sense of just how many free-roaming community cats are out there, and that there's this method for humanely reducing their numbers. I began researching and writing about TNR and soon began TNR-ing cats in and around my neighborhood."

Today Peter cares for four cat colonies in Phoenix, a city that he says is fortunate to have a spay/neuter hotline operated by the Animal Defense League of Arizona, a Best Friends No

More Homeless Pets Network partner. A TNR effort in Phoenix begins when a concerned citizen calls the hotline for information, to borrow traps. That can be all it takes to educate that one person and then reach numerous other like-minded kitty caregivers.

"Before you know it," Peter says, "you've tapped into this whole network — a large and diverse community of people looking out for community cats. More than once, I've been connected to trappers and caregivers right in my own neighborhood — people I probably wouldn't have met otherwise." Many of the TNR supporters Peter has encountered, in fact, are folks he met while caring for his own colonies.

With the help of an Animal Defense League volunteer, he was able to sterilize 19 cats in a colony that lived outside a local nightclub. And last summer was the first time nightclub patrons and staff said they didn't see any kittens roaming the area. Peter says, "This is the kind of thing that gets even the most skeptical residents on board with TNR."

Even before the success of TNR was evident, it was clear to Peter that his efforts were appreciated. People told him they were grateful that the cats were well cared for. One of the waitresses volunteered to feed them when he was out of town, and when he dropped off a bag of cat food recently, he was offered a beer in return. But Peter says the greatest reward is seeing TNR catch on with others in the area. "One night, I was feeding the cats," he says, "and a woman leaving the club — ing more than a dozen cats gathered for their dinner — started explaining to me that there's

*As TNR has caught on nationwide, networks of kitty caregivers and volunteers have sprung up, creating a community of their own.*

Photo: Kelly Phillips/TNR and  
courtesy of TNR volunteers



Left to right:  
Hemingway  
Walter, T.S. Elliot



... program.... She was, of course, referring to TNR. Clearly, it's becoming mainstream."

According to a national survey commissioned by Best Friends, TNR is widely supported by the public. In fact, 68 percent of Americans say they're in favor of using TNR to manage community cats. "It's significant," Peter says. "Seven out of ten Americans don't agree on much of anything these days."

#### Support from neighbors

While not everyone is out there trapping and feeding these felines, the people who are actively involved in TNR say they often encounter home and business owners who are at least supportive of their efforts. For example, Peter tells the story of a Phoenix auto repair shop run by two Czech men whom he believed (falsely, it turns out) to be "pretty intimidating characters." Peter had noticed a couple of cats on their property, so he approached the men about TNR.

"I wasn't sure how this was going to go," he says, "but I found out they really love their 'shop cats.' When I pulled a litter of six kittens and let the men know I was taking them to a local rescue group for adoption, one of the men, Alen, said his quiet goodbyes in Czech to each one of them. And when I picked up B, a shiny black charmer who quickly became the shop mascot, for his spay/neuter appointment, Alen made sure to give him a kiss."

Erin Fell, a Best Friends videographer, had a similar experience caring for community cats in Salt Lake City. She started feeding

*According to a national survey commissioned by Best Friends, TNR is widely supported by the public. In fact, 68 percent of Americans say they're in favor of TNR.*

one of her colonies a decade ago after seeing a couple skinny felines jump out of a dumpster. The cats were living in a cluster of abandoned buildings, and as Erin fed the cats, she developed a relationship with one of the local businesses. "They liked having the cats around and kindly allowed me to set up feeders and shelters behind their business," says Erin, who has fixed approximately 80 cats from various locations.

When Erin learned the abandoned buildings had been purchased and there were plans to tear them down, she reached out to the new owner, who agreed he didn't want the cats to be hurt during the process. Erin got to work

constructing a "kitty shantytown." But she knew it wasn't a permanent solution, and with winter coming and demolition looming, the cats needed a safe, permanent structure. She reached out to friends and other community cat caregivers, and an idea began to take shape.

The business manager who had allowed for feeders and shelters now granted Erin permission to place a shed on the property, and with the help of friends, family and financial supporters who were moved by her story on the Go Fund Me website, a "kitty chateau" was constructed before the first snowfall. The cat shelter features multiple entrances, beds, a litter box and even a few "apartments" for shy kitties.

"I tried to make it the home these guys will probably never have, so it's actually a pretty nice place to hang out," Erin says. "I didn't expect the cats to all move in right away: Community cats don't work like



*"Being a community cat caregiver is kind of like being in a club, I think — a little underground, but when you're in, you realize it has a pretty big membership."*

*—Erin Tell*



that. There are a few cats who have already made it home. Others use it on and off, and some are just starting to feel safe inside."

#### **Join the club**

While stories like Ledy's, Peter's and Erin's are inspiring to be sure, what does it mean for the rest of us? Simply put, it's an invitation to take action. If you've noticed free-roaming cats in your community, you can help control their numbers and consequently reduce the number of cats killed in local shelters by getting involved. There may already be a program in place, so reach out to local shelters or rescue groups in your area, or check out Best Friends' online *Community Cat Programs Handbook* (see the sidebar below). "The best piece of advice I can give is to remember you're not alone in TNR," Erin says. "Make connections and don't be afraid to ask people for help. I never in a million years could have completed the shed project without the help of all the people who believed it was important."

Even if you're not able to actively trap cats, Peter reminds us that

there's plenty to do. "TNR groups are always looking for volunteer and there are a number of ways people can help — from transporting cats to scheduling appointments and doing data entry," he says.

If you decide to care for a colony, Erin says to keep in mind that it's a long-term commitment. She explains, "You need to be sure you're in it for the long haul because the cats will start depending on you, and they've already been abandoned once. That's how the cycle started."

Overall, those who donate their time and resources to TNR efforts say it's rewarding work. In addition to helping to improve the lives of cats, TNR forges friendships and builds community. "Being a community cat caregiver is kind of like being in a club, I think — a little underground, but when you're in, you realize it has a pretty big membership," Erin reflects. And it's a club that, understandably so, is always recruiting. Just ask Ledy and Cliff, who currently share their property with 18 of these special animals. When they bought their home three decades ago, they never suspected the learning curve, the adventure and the TNR triumphs that awaited them. 🐾



**HOW BEST FRIENDS HELPS COMMUNITY CATS, AND HOW YOU CAN, TOO**

Best Friends sterilizes, vaccinates and releases tens of thousands of community cats each year and, with its partners, operates more community cat programs than any other organization in America.

**To learn more about TNR** and ways that you can help community cats in your area: [bestfriends.org/felines](http://bestfriends.org/felines)

**Start a TNR program** in your community with help from Best Friends' *Community Cat Programs Handbook*: [bestfriends.org/ccphandbook](http://bestfriends.org/ccphandbook)

**Check out the many** other resources available on our website, including the manual *Save Lives with Feral Freedom* and Best Friends' *TNR Action Kit*: [bestfriends.org/communitycat-resources](http://bestfriends.org/communitycat-resources)

# Feral Fixers

THE EVOLUTION OF THE "CATS AT WORK" PROGRAM

Sometimes the simplest of fixes is located right in your backyard.

Back in 2005, when I was working as the development director at Tree House Humane Society, I set-up a hotline for people who had questions about stray cats. Soon we could hardly keep up with the requests for help from people all over the city with cats in backyards, alleys, and garages. A movement of independent volunteers unofficially worked the streets – trapping cats, getting them spayed/neutered, and returning them to their colonies (referred to in the rescue world as Trap-Neuter-Return, or TNR).

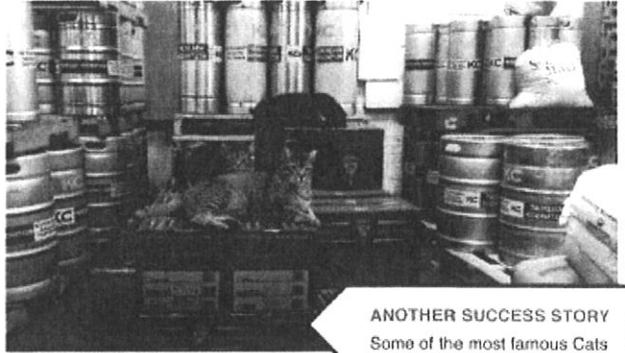
While most feral cats thrive outside on their own, some cannot go back to their territories and need to be relocated. For many years, dedicated colony managers would find barns, stables, and fosters willing to help socialize these feral cats. In November 2007, Cook County's "Managed Care of Feral Cats Ordinance" passed and TNR finally went mainstream, allowing people to share more information and collaborate on their efforts. However, as the program grew, the number of cats needing territories grew as well.

In Spring 2012, a Tree House volunteer

was working on a hoarding situation. Many of the cats were "indoor ferals" who would not be comfortable in a home or shelter environment. Quite fortuitously, around the same time Tree House received a call from a southwest-side manufacturer inquiring about adopting some cats to patrol their factory floor. We thought this bunch of ferals might be a match made in heaven, so we took two of them over for a trial run. In a quiet corner of the facility, factory employees built them an 8-foot long, 5-foot wide, 3-story cat condo complete with tunnels and huts.

The cats lived in the condo for the first two months. They were fed at exactly the same time every day as they got to know the sights, sounds, and people of the factory. When they were finally let out to explore the rest of the space, they knew when to eat, and where their safe zone was. They happily went about hunting the factory's rodents. The cats loved their new environment, and the business owner was thrilled to have the added feline security on the job.

It was then that Tree House's "Cats at Work" program was born. Under the mandates of Cook County's 2007 feral cat ordinance, otherwise unadoptable cats get to spend their



Empirical's kitties love their brewery home. Photo from @VenkmanTheCat on Twitter.

days in safe territories while in turn repelling, hunting, and catching rodents for their adopters. It's a win-win: In exchange for food and shelter, feral cats provide peace of mind with their excellent hunting skills. Tree House has partnered with various aldermen, including 47th Ward Alderman Ameya Pawar and 50th Ward Alderman Debra Silverstein, who can now offer constituents options when they inquire about rats.

To date, more than 500 feral cats have found new places to live out their lives through the Cats at Work program. With assistance from colony caretakers, the cats continue to provide a much-needed service to their communities in the form of natural, safe, and eco-friendly rodent control. It's a bright example of the good that can come when neighbors work together to solve urban issues in a unique way.

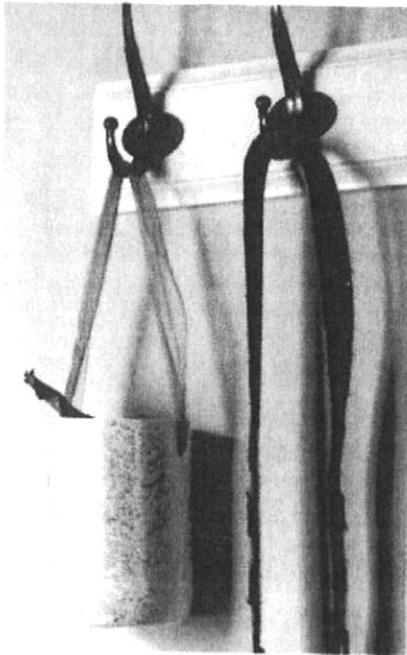
## ANOTHER SUCCESS STORY

Some of the most famous Cats at Work alumni are four cats living at Chicago's Empirical Brewery. Lovingly referred to as "The Ghostbusters," Venkman, Ray, Egon, and Gozer relocated to the brewery after their caretakers moved away and no one else in the neighborhood wanted to care for them. The Empirical team enthusiastically embraced their new four-legged "employees" and even held a social media contest to name them. The cats enjoy securing the brewery's production facility, chasing laser pointers, and scratching at any pieces of cardboard they can get their paws on. They even find some time for social media! You can follow Venkman on Twitter @VenkmanTheCat

## Feral fixers in Chicago

Tree House places working cats in both rural and urban locations: [tnr@treehouseanimals.org](mailto:tnr@treehouseanimals.org) or 773.784.5488 x234

PAWS Chicago relocates feral cats to barns and stables: [feralneighborhoodcats@pawsofchicago.org](mailto:feralneighborhoodcats@pawsofchicago.org) or 773.475.9410



## Poop Bag Holder

Poop is a big part of being a dog parent. As a result, easy-access to poop bags is essential. "It's been driving me nuts to see poop bag rolls all over our house, in drawers, or left by the door," says Boemi. "And, of course you can never find a roll when you need one, or forget them when you've gone on a walk."

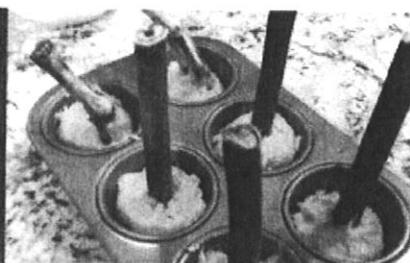
Enter the hanging poop bag holder! You can easily leave it on your doorknob, coat hook, or dog leash rack so you always have a poop bag on deck when you're heading out the door.

### What you need

- 1 empty plastic container (12oz or more)
- Sandpaper or nail file
- Paint of your choice (any craft paint will do—Boemi used gold glitter craft paint—just make sure it's non-toxic)
- 18-20 inch ribbon of your choice
- Kitchen scissors

### Directions

1. Peel or strip off any labels from the container you chose. Boemi used an empty 12oz container that held one of her dog's powdered medicines.
2. Take your empty container and carefully make four cuts with your scissors down to the brim, past the neck or any ridges. Make sure you cut to the same place at the brim.
3. Cut in a circle around the brim to open up the container.
4. Sand any rough edges with sandpaper. A nail file works just fine, too.
5. Poke a hole on each side of the container, about an inch down from the top.
6. Paint the container with your choice of paint color and let dry.
7. String your ribbon on each side from the outside in and tie a knot on the inside of the container. Cut any excess ribbon from your knot.
8. Insert poop bag rolls and hang in a desired location.



## Pup Popsicles

Dog or human, everyone loves a cool treat on a hot day. These healthy pupsicles are a perfect choice—good for the tummy with a chewy surprise inside.

### What you need

- 1 medium sized sweet potato
- 1/2 cup Greek yogurt
- 1/2 banana, mashed
- 6-inch bully sticks or duck feet (1 per popsicle)
- Cupcake tray
- Organic coconut oil cooking spray
- Optional: 1/4 cup of organic coconut oil (great for your dog's coat!)

### Directions

1. Poke holes in the sweet potato with a fork, wrap in a paper towel, and heat in the microwave until cooked—about five to eight minutes. Let cool and remove skin.
2. Mash the sweet potato in a mixing bowl. Add Greek yogurt and banana, and coconut oil too, if you choose. Mix until there are no lumps.
3. Spray the cupcake tray with organic coconut oil cooking spray. With a spoon or ice cream scooper, scoop the mixture into each of the cupcake holders. Think of your dog's size when filling each cup. Stand the bully sticks or duck feet up in the middle of the mixture in each cupcake holder.
4. Freeze for at least 4-6 hours, then give one to your pup and watch her enjoy! You may want to serve these tasty treats outside or on a towel, as they can get a little messy as they melt.

## About the DIY Dog Mom



Alicia Boemi lives in Chicago with her husband and their three rescue dogs. She has worked in the animal welfare and

non-profit sector for more than 10 years, the majority of the time related to dog rescuing, fundraising, events, and program development. She founded The DIY Dog Mom after co-founding an event planning company and missing the world of dogs. Alicia loves writing about and sharing natural, holistic, and organic approaches to caring for dogs. Visit [DIYDogMom.com](http://DIYDogMom.com) to see more great ideas for you and your pooch!